

Preface

A standard Policy and Procedure manual has been determined to be mandatory for the Augusta 9-1-1 system for reasons of consistency and efficiency in communication operation, and to realize such benefits as:

Ease of understanding;

Elimination of errors;

Minimum communication time;

Development of a professional service;

Inter-agency cooperation;

There must be unfailing lines of communication between the public being served and those elements providing the services required.

It was with these goals in mind that the development of this Policy and Procedure manual was undertaken, with the full understanding that changes will be dictated by the products of time and experience.

The development of this manual attests not only to Augusta's recognition of the importance of the communications/dispatch role in the field of public safety, but reflects the commitment to provide the best possible service for the citizens of Augusta, Georgia.

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CHAPTER 1 - Inter-Agency Cooperation

1.1 Structure and Agreements

1.1.1 With the advent of the Augusta 9-1-1 Communications Center, there must be relentless cooperation from all agencies and departments involved. To this end, the Director of the 9-1-1 Center has the ultimate responsibility and authority regarding the day-to-day operation of the center.

1.1.2 There will be an agreement among all 9-1-1 Communications Center Agencies with respect to the operation of the facility and the application and enforcement of this manual. A Letter of Agreement will be completed by each Agency Head and kept on file at the 9-1-1 Communications Center.

1.1.3 Policy structures, changes, or other managerial decisions regarding the coordination of all emergency services provided through the 9-1-1 Center will be administrated by the appointed 9-1-1 Advisory Board. The 9-1-1 Advisory Board will convene at least once quarterly, and will consist of the following members or their designee:

- The Sheriff of Richmond County
- The Chief of the Augusta Fire Department
- The Chief of the Hephzibah Police Department
- The Chief of the Blythe Police Department
- The Augusta-Richmond County Emergency Management Agency Director
- The Augusta-Richmond County Administrator
- The Augusta-Richmond County Deputy Administrator
- The Augusta 9-1-1 Medical Program Director
- The Local Emergency Medical Service Provider Director
- The Marshall of Richmond County

- Director of Augusta Risk Management - Ex Officio
- The Augusta Staff Attorney - Ex Officio
- The Augusta Richmond County Attorney - Ex Officio

1.2 Augusta 9-1-1 Center Emergency Dispatch Protocol Committee

1.2.1 The Emergency Dispatch Protocol Committee has been established to assist in the implementation of a structured protocol system for the Augusta 9-1-1 Center. This will help ensure that, regardless of level of experience, the person receiving a call for emergency service can obtain the correct information to ensure a proper and safe response by Public Safety units.

1.2.2 The following Goals have been established for this Committee with direction for achieving these goals through the establishment of specific and measurable objectives:

GOAL 1: Develop the methodology and plans for implementation of high quality law enforcement, fire and EMS call taking/dispatch protocol system for the Augusta 9-1-1 Center, and recommendation of the policies and procedures required to regulate adherence to these protocols.

Objective 1: Recommend the necessary policy and procedures to enhance protocol usage.

Objective 2: Identify training needs, costs and method of delivery to ensure proper utilization of the protocols.

Goal 2: Establish the necessary personnel resources to provide total quality management of a law enforcement and fire protocol system for the Augusta 9-1-1 Center to include the procedures and measurements needed for continued evaluation.

Objective 1: Identify the methodology for obtaining the necessary information for measurement.

Objective 2: Identify the criteria required to show accomplishment or failure of the use of protocols as related to calls received.

Objective 3: Identify and recommend the makeup of a Total Quality Assurance Committee to oversee the accomplishment of the Q. & A. Objectives.

1.2.3 Committee Members:

- Quality Assurance Supervisor
- 2 – Communication Supervisors
- 1 – Senior Communication Officer
- 1 – Senior Call Taker
- 1 – Member Richmond County Sheriff's Office
- 1 – Member Augusta Fire/Rescue
- 1 – Member Augusta EMS Provider

1.2.4 Committee Meetings: - The Committee will meet Bi-Monthly to review the call taking process and delivery of the Public Safety function.

CHAPTER 2 - Organization

2.1 Statement of Intent

2.1.1 If the maneuverability, experience and flexibility of control made possible by today's utilization of personal public safety radios are to be translated in terms of an efficient, coordinated team of professionals responding to the scene of an incident or emergency, there must be unfailing lines of communications between the public being served and those elements providing the services required. An organized, well disciplined communications system is the backbone of public safety, and a key position within its operations is the role of the communication officer.

2.1.2 Conformance: Communications functions will be carried out in conformance with Departmental Rules of Conduct, as well as FCC, NCIC, and GCIC Rules and Regulations.

2.1.3 Non-conformance: Any member of the 9-1-1 Center who fails to abide by these policies will be deemed to be in violation of this manual.

2.2 Definitions:

2.2.1 Director: The appointed department head of the 9-1-1 Center with the responsibility to ensure daily operations are carried out pursuant to the direction and policies of the 9-1-1 Advisory Board and the Augusta Richmond County Commission.

2.2.2 Assistant Director: The appointed assistant to the 9-1-1 Director who is responsible for the day-to-day operations of the 9-1-1 Center and other duties as defined or assigned by the Director.

2.2.3 Training Coordinator: The coordinator to manage the training function of

the 9-1-1 Center and assist with personnel issues.

2.2.4 Quality Assurance Supervisor: The supervisor assigned primary responsibility to ensure compliance with protocol and the delivery of customer service.

2.2.5 MSAG Coordinator: The employee assigned the duties of coordination of the Master Street Addressing function and the validation of response areas and GEO coding.

2.2.6 Communications Shift Supervisor (Lieutenant): The supervisor assigned to each shift to ensure the functional operations of the 9-1-1 Center.

2.2.7 Communications Assistant Shift Supervisor (Sergeant): The assistant supervisor assigned to each shift to ensure the functional operations of the 9-1-1 Center.

2.2.8 Communication Officer: A person employed for the purposes of taking calls for service, dispatching appropriate units to an incident and for other duties as defined or assigned.

2.2.9 Call Taker: A Communication Officer who is responding to a telephone call either via the administrative phone lines or the 9-1-1 telephone lines.

2.2.10 Dispatcher: A Communication Officer who is responding to radio traffic or assigning a call for service to units via the 800 MHz radio system talk groups.

2.2.11 Medical Director: A Medical Doctor contracted for review of protocol and practice as it relates to delivery of the Emergency Medical Dispatch Service.

CHAPTER 3 - Departmental Organization

3.1 Administrative Procedures

3.1.1 Administrative Responsibility: The administrative responsibilities of the 9-1-1 Center rest primarily with the Director and Assistant Director of the Center, however, each employee holding a supervisory position will be accountable for administrative functions within the scope of their position. Commensurately, within policy guidelines and legal constraints, they have the authority to coordinate, direct and assign personnel and other allocated resources in achieving their range of organizational objectives. In so doing they must perform the full range of administrative functions, relying upon policy, direction, training and personal initiative to guide them and their staff in achieving the high level of performance possible.

3.1.2 Change of Command: Upon a change of command the employee being replaced has a duty to lend full assistance in making the transition as smooth and orderly as possible. The transition should include information concerning unique problems of the command and assistance in continuing community and professional contacts relative to the command.

3.1.3 Chain of Command: Clearly defined lines of authority have been drawn so that there is a structural relationship between each employee and the administrative staff. Employees must be aware of their relative position in the organization, to whom they are immediately responsible, and those persons who are accountable to them. Employees should make every effort to remain within the chain of command and to keep their immediate supervisor informed of their activities, except for issues of harassment, as

provided in the Augusta Personnel Policies and Procedures Manual.

3.1.4 Assignment of Rank: The number of ranking positions will be determined by the organizational structure of the department. Ranked positions are defined as those positions above the rank of Communication Officer. The position of Shift Supervisor and Center Training Coordinator are positions that will be filled by the department promotional process, except during the initial consolidation of the 9-1-1 Center. The Director of the 9-1-1 Center will appoint the position of Assistant Director. The position of Director will be filled by recommendation from the 9-1-1 Advisory Board to the Augusta-Richmond County Commission and will be approved by vote of the Commission.

3.1.5 Flexibility of Organization: The ability of the Department to make organizational adjustments to meet changing needs is essential in obtaining the maximum benefit from the expenditure of assigned resources. To ensure stability the basic structure should not be changed in the absence of a demonstrated need or to satisfy temporary requirements. There will be continuing staff inspections to ensure organizational needs are being met and Shift Supervisors have the responsibility to maintain constant evaluation of organizational needs.

3.1.6 Span of Control: To achieve effective direction, coordination and control, the number of employees under the immediate control of a supervisor shall not be excessive. Factors determining span of control will be:

3.1.6.1 The ability of the supervisor;

3.1.6.2 Complexity of the task to be performed by the subordinates;

3.1.7 Authority and Responsibility: To achieve effective direction, coordination and control, responsibility and accompanying authority are delegated through the chain of command. All department personnel shall be

given the authority to effectively complete their duties and functions.

3.2 Written Directive System

3.2.1 It is the policy of the Augusta 9-1-1 Center that all employees have input into the goals and objectives of the department. The Policy and Procedures manual shall function as a working framework by which the department shall operate.

3.2.2 Responsibility and Distribution: Copies of the Policy and Procedure Manual shall be issued to all personnel of the department, but the manual remains property of the department. Each employee is responsible for the maintenance, care and updating of this manual. Additions, deletions or revisions of this manual will be distributed via the Shift Supervisor and each employee will acknowledge receipt by initialing the distribution record. The completed distribution record will be maintained in the office of the Assistant Director.

3.2.3 Written Directives: Written directives will govern activities conducted by this department. These include policies, procedures, rules and regulations, orders, personnel orders, special orders, memorandum and lesson plans approved for use during training.

3.2.4 Definitions: The following are definitions of the types of written directives in use by this department.

3.2.4.1 Orders: Permanent directives concerned with policy, rules and regulations, and procedures affecting more than one organizational component.

3.2.4.2 Personnel Orders: Orders for assignment, transfer, or change of status of personnel within the 9-1-1 Center.

3.2.4.3 Special Orders: Orders that affect only a specific segment of the department, or a statement of policy or procedure regarding a specific circumstance or event that is of a temporary nature.

3.2.4.4 Memorandum: Internal directive which may convey an order, generally used to clarify or inform.

3.2.4.5 Policy: Directives that are a broad statement of agency principles and do not usually establish fixed rules or set procedures, but provide a framework for development of procedures and rules and regulations.

3.2.4.6 Procedures: A written directive that is a guideline for carrying out agency activities.

3.2.4.7 Rules and Regulations: Written directives that establish standards of conduct or action such conduct or action being mandatory.

3.3 Staff Meetings:

3.3.1 Staff Meetings are encouraged at all levels of the department to enhance direction and communication. Shift Supervisors are responsible for determining the need for such meetings as well as scheduling and conducting the meeting.

3.4 Amendment of Policy

3.4.1 The authority to amend the Policy and Procedures Manual or Rules and Regulations is vested in the "9-1-1 Advisory Board" and will be approved by the Augusta-Richmond County Commission as required. Amendments will be in compliance with overriding State and Federal laws, and with applicable Federal Court and executive orders.

3.5 Organizational Chart

3.5.1 The current Organizational Structure of the Augusta 9-1-1 Center is attached as Addendum 1.

CHAPTER 4 - Personnel

4.1 Hiring, Promotion and Transfers

4.1.1 The purpose of this chapter is to establish regulations regarding hiring, promotion and transfers.

4.1.2 It is the policy of the Augusta 9-1-1 Center to adhere to all standards, policies and procedures regarding personnel as established by the Augusta Personnel Policy and Procedures Manual

4.2 Employment Process

4.2.1 It is the intent of the Augusta 9-1-1 Center to attract qualified applicants and will adhere to all approved recruiting purposes to help achieve this goal.

4.2.2 **Selection for Employment:** New employees will be selected based on merit and fitness for the position and all applicants will receive a bona fide consideration provided they comply with applicable requirements. Any person considered for employ with the 9-1-1 Center must meet the following minimum requirements as established by the Georgia Peace Officer Standards and Training Council and by Georgia Law.

4.2.2.1 Be at least 18 years of age.

4.2.2.2 Be a citizen of the United States

4.2.2.3 Have a High School Diploma or recognized equivalent.

4.2.2.4 Not have been convicted by any state or by the Federal Government or any crime for which the punishment could have been imprisonment in a Federal or State prison or institution; nor have been convicted of sufficient misdemeanors to establish a pattern of disregard for the law, provided that, for purposes of this paragraph, violations of traffic laws and other offenses involving the operation of motor vehicles when the applicant has received a pardon shall not be considered.

4.2.2.5 Be fingerprinted and a search made of local, state, and national fingerprint files to disclose any criminal record.

4.2.2.6 Possess good moral character as determined by department investigation.

4.2.2.7 Have an oral interview to determine the applicant's appearance, background and ability to communicate.

4.2.2.8 Demonstrate the ability to type a minimum of 30 WPM.

4.2.3 **Application Requirements:** The following documents must be submitted. The original must be available for review; however copies must be included with the application.

4.2.3.1 DD214 (if applicable)

4.2.3.2 High School Diploma or GED Certificate

4.2.3.3 Birth certificate

4.2.3.4 Social Security Card

4.2.3.5 Valid Driver's License

4.2.3.6 Copies of other documents that may support the candidate's qualifications.

4.2.3.7 Signed consent for a criminal history check and driver's history check

4.3 Application Process:

4.3.1 All applications will be obtained and submitted through the Augusta Human Resources Department in accordance with current policy. Copies of the aforementioned documents will be provided to the Director of the Augusta 9-1-1 Center.

4.3.2 All applicants will be reviewed; a background investigation completed using criminal history, driving record and previous employer statements and information.

4.3.3 Applicants determined eligible upon conclusion of the background investigation will be scheduled for an interview with members of the Supervisory Staff of the Augusta 9-1-1 Center.

4.3.4 Applicants chosen from the interview will be given a pre-employment examination that the applicant must pass.

4.3.5 Upon successfully completing all phases of this process the applicant will be

considered for employment with the Augusta 9-1-1 Center after completion of physical examinations and drug screens as established under the Augusta Personnel Policies and Procedures Manual. (Due to the nature of the job, each physical will include a hearing test and eye exam.)

4.4 Probationary Requirements

4.4.1 All initial appointments for employment, promotion, transfer, or other change of status shall be probationary for a period of twelve (12) months.

4.5 Supervisory Responsibility

4.5.1 Every member of management has a special responsibility to make certain that every employee is treated equally and fairly; all policies, working conditions and facilities will be examined to make certain that no discrimination practices exist. Prompt action will be taken to correct any deficiency noted and every effort will be made to settle problems at the lowest level.

4.6 Shift Assignment

4.6.1 The shift schedule for the Augusta 9-1-1 Center is currently a 12-hour fixed shift concept. Personnel desiring a change in shift will submit a request in writing to the Assistant Director through their Shift Supervisor.

4.7 Overtime Hours

4.7.1 Employees who are scheduled to work in excess of forty hours during a seven day week will be compensated at one and one half times their normal rate of pay. All overtime hours must be approved by the Director prior to authorization of such hours.

4.8 Holiday

4.8.1 Holidays will be paid in the form of compensatory time on an hour for hour rate. The Augusta Personnel Policy Manual establishes ten (10) holidays each year. The

employees employed as of January 1 of each year will be given ten holidays for the year. Employees employed after January 1 of the calendar year will be given credit for the holidays remaining. I.e., employees hired in February will not be given Martin Luther King Day as a holiday.

NOTE: Holiday Hours are based on the duty day of the employee; 11.5 hours for shift employees; 8 hours/day for Daytime personnel and Administrative personnel.

4.9 College / Technical Class Attendance

4.9.1 The Augusta 9-1-1 Center encourages and, to the extent possible, will work with any employee who is taking educational courses to improve their personal abilities. The following criteria will be used in determining compatibility with work:

4.9.1.1 The employee will schedule classes so as not to interfere with their duties.

4.9.1.2 In the event a required class must be scheduled during times that may conflict with scheduled work times, the following applies:

4.9.1.2.1 *The employee must no longer be on probationary status.*

4.9.1.2.2 *The schedule must be approved by the Shift Supervisor prior to enrolling in the class.*

4.9.1.2.3 *The employee must have vacation time accrued to cover the absence.*

4.9.1.2.4 *The employee must acknowledge that they understand the requirements and needs of the job take priority.*

4.9.1.2.5 *The employee must present a copy of the class schedule to the shift supervisor who will forward a copy to the Director's Office.*

4.9.1.2.6 *If time off is awarded the employee must give consent that the Assistant Director can confirm continued enrollment in the class anytime during the quarter or the semester.*

4.10 Dress Code

4.10.1 The general dress code of the 9-1-1 Center is based on the City of Augusta Policy and Procedures Manual with the following Department Specific Standards:

4.10.1.1 Administrative Office personnel will maintain a professional business appearance and will be non-uniform personnel. Under no circumstances will

blue jean pants, blue jean skirts or similar denim material be worn.

4.10.1.2 All on duty employees in a non-administrative position will wear the 9-1-1 issued uniform which shall consist of the following:

4.10.1.2.1 *The issued polo or Oxford type shirt;*

4.10.1.2.2 *The issued pant;*

4.10.1.2.3 *The issued belt;*

4.10.1.2.4 *The issued jacket;*

4.10.1.2.5 *Any other issued outer wear;*

4.10.1.2.6 *Shoes must be black;*

4.10.1.2.7 *Socks must be black in color*

4.10.1.2.8 *Shirts will be tucked in*

4.10.1.2.9 *No other items are authorized for wear while representing the Augusta 9-1-1 Center without express permission of the Director or the Assistant Director.*

4.10.1.2.10 *Employees attired in the 9-1-1 uniform will have the shirt tail tucked in and the belt about the waist.*

4.10.1.2.11 *The 9-1-1 issued Identification Card must be worn at all times while on 9-1-1 Center property.*

4.10.1.3 Attire for training will be as follows:

4.10.1.3.1 *Administrative employees instructing class will wear the appropriate 9-1-1 uniform or proper business attire.*

4.10.1.3.2 *Non-Administrative employees will wear the 9-1-1 Uniform.*

4.10.1.3.3 *The dress code for attending classes sponsored or required by the Augusta 9-1-1 Center is that of casual business. No blue jeans, shorts, skirts, or similar non-business casual attire is acceptable.*

4.11 On-Call/Stand-by and 9-1-1 Cellular Phone Usage

4.11.1 The scope is to define procedures for initiating on-call overtime stand-by for off duty personnel and to define procedures for assignment and usage of Augusta 9-1-1 cellular telephones.

4.11.2 Identifying On Call Stand-by Personnel:

4.11.2.1 Each Shift Supervisor will develop a rotating schedule for on-call personnel. This schedule

will include pairs that are trained in appropriate dispatch disciplines to cover positions required.

4.11.2.2 An on-call roster will be submitted to the Assistant Director no later than the 20th of the current month. Designated personnel will be given a copy of the roster on the 20th of each month.

4.11.2.3 Each on-call employee will be issued a cellular phone and will need to make prior arrangements for child care or other commitments in advance, so as to be able to respond in a timely manner if called upon.

4.11.2.4 In case of unforeseen circumstances or emergencies, on-call personnel may be changed if arranged through their Shift Supervisor and communication arrangements are made. Any changes made by the Supervisor must be reported to the Assistant Director and the on-duty Supervisor. If the employee cannot contact their immediate Supervisor, arrangements will be made with the on-duty Supervisor.

4.11.2.5 On-call personnel who normally work day shift will be responsible for day shift on call; personnel who normally work night shift will be responsible for the night shift on call. Although severe emergencies or personnel shortages may preclude the aforementioned and all on call personnel may be required to report for duty.

4.11.2.6 Compensation will be handled in accordance with existing policies and procedures.

4.11.2.7 On-call employees will be expected to be at the Center within one (1) hour of notification.

4.11.2.8 Employees who may be scheduled for on-call duty that conflicts with scheduled vacations or days off, will need to contact their Supervisor for resolution.

4.12 Career Advancement

4.12.1 This department recognizes that employees need to advance within their chosen career path. In order to facilitate advancement and opportunity, this department has established the following levels of certification. Each level requires various achievements and training, and certification levels are not dependent upon another. Employees may, and are encouraged to, design their own advancement path based on their goals and abilities at the time. Upon confirmation of completion of a level of

certification, the Director can award a 2.5% increase in pay.

4.13 Law Enforcement Dispatch Certification

4.13.1 This level will be awarded once the employee achieves the following training and standards:

4.13.2 Satisfactorily completed their probationary period;

4.13.3 Has received their State Certification as a Basic Communication Officer;

4.13.4 Has completed the “Americans with Disabilities Act” Training Course as offered by the Georgia Police Academy;

4.13.5 Has completed the “Domestic Violence” Training Course as offered by the Georgia Police Academy;

4.13.6 Has completed the “Crisis Intervention” Training Course as offered by the Georgia Police Academy;

4.13.7 Has a valid C.P.R. Certification Card;

4.13.8 Has demonstrated the ability to dispatch independently on a Precinct Level Talk Group for at least 90 days;

4.13.9 The applicant for Law Enforcement Dispatch Certification must have completed the Law Enforcement Protocol Training Course and received certification by the National Association of Emergency Dispatch (N.A.E.D.).

4.14 Fire Dispatch Certification

4.14.1 This level will be awarded once the employee achieves the following training and standards:

4.14.2 Has satisfactorily completed their probationary period;

4.14.3 Has received their State Certification as a Basic Communication Officer;

4.14.4 Has completed the “Americans with Disabilities Act” Training Course as offered by the Georgia Police Academy;

4.14.5 Has completed the “Hazardous Materials” Training Course as offered by the Georgia Police Academy;

4.14.6 Has completed the “Incident Command” Training Course as offered by the Georgia Police Academy;

4.14.7 Has a valid C.P.R. Certification Card;

4.14.8 Has demonstrated the ability to dispatch independently on a Fire Console for at least 90 days;

4.14.9 The applicant for Fire Dispatch Certification must have completed the Fire Dispatch Protocol Training Course and received certification by the National Association of Emergency Dispatch (N.A.E.D.).

4.15 Medical Dispatch Certification

4.15.1 This level will be awarded once the employee achieves the following training and standards:

4.15.2 Has satisfactorily completed their probationary period;

4.15.3 Has received their State Certification as a Basic Communication Officer;

4.15.4 Has completed the “Americans with Disabilities Act” Training Course as offered by the Georgia Police Academy;

4.15.5 Has completed the “Crisis Intervention” Training Course as offered by the Georgia Police Academy;

4.15.6 Has a valid C.P.R. Certification Card;

4.15.7 Has demonstrated the ability to dispatch independently on the EMS I Talk Group for at least 90 days;

4.15.8 The applicant for Medical Dispatch Certification must have completed the Emergency Medical Dispatch Protocol Training Course and received certification by the National Association of Emergency Dispatch (N.A.E.D.).

4.16 Communication Training Officer

4.16.1 This level of certification will be awarded to any employee who:

4.16.2 Has completed all three certification levels as outline above; and

4.16.3 Has completed the “Communication Training Officer” Course that meets or exceeds the standards established by APCO.

4.17 Promotion Procedure Requirements

4.17.1 Vacancies: When a Shift Supervisor position becomes vacant, the vacancy will be filled in accordance with the Augusta Personnel Policy Manual.

4.17.2 Training Requirements for Supervisors: Persons serving in a job classification above Communication Officer I or II will have twenty-four (24) months to acquire the necessary training to become certified as outlined in this section. This will exclude “Communication Training Officer” Certification. The employees appointed as the Assistant Director and the Training Coordinator must also complete the “Communication Training Officer” Certification.

4.18 Emergency Dispatcher Certification Compliance

4.18.1 All current and future personnel are required to obtain Emergency Dispatcher Certification (Law Enforcement, Fire, and EMD) with the National Academy of

Emergency Dispatch (NAED) within 180 days of employment.

4.18.2 The Augusta 9-1-1 Center will provide the necessary training and retraining opportunities to facilitate acquisition of this qualification.

4.18.3 In the event an employee does not pass the certification examination on the first attempt, they will be provided with supportive retraining based on comments received from the NAED regarding areas of poor performance. They will then be invited to take a retest conducted by the NAED via telephone.

4.18.4 Should the employee be unsuccessful in passing the retest, the employee will be scheduled for further training. The employee may then take the certification examination and, if necessary, the retest on one further occasion. All retesting beyond the initial retest for certification will be at the employee’s expense.

4.18.5 Failure to successfully pass the certification or re-certification tests required to obtain NAED Certification in any one discipline will be cause for dismissal.

4.19 Re-certification Compliance

4.19.1 Communication Officers are required to maintain current certification as mandated by the NAED. This currently requires completion of a minimum of twenty-four hours of Continuing Dispatch Education per two-year period, achieving a passing mark in an open-book examination every two years, and maintaining current CPR certification.

4.19.2 The Augusta 9-1-1 Center will provide all necessary opportunities for completion of the continuing Dispatch Education requirement and CPR re-certification. It will

also maintain records of CDE and certification status to assist in meeting the qualifications.

4.19.2.1 Details of CDE requirements are contained in a separate specific policy.

4.20 Pre Certification Duties

4.20.1 Communication Officers who have not been certified through NAED will not answer 9-1-1 calls. If a call requiring the use of protocols comes in on an administrative line, the Communication Officer will pass the call to a certified Communication Officer.

4.20.2 A Communication Officer certified in one discipline can ask case entry questions for any discipline so as to begin the call process. Interrogation of the caller beyond case entry and delivery of PAIs and PDIs will only be done by a Communication Officer certified in that discipline. This means a Communication Officer not certified in the particular discipline can ask case entry information but must then pass the call to a Communication Officer certified in that discipline.

4.20.3 These standards are necessary to ensure a well-trained and professional handling of the call is maintained and to ensure the affected Communication Officer has been given the tools needed to adequately perform their job.

CHAPTER 5 - Discipline

Administration

5.1 Policy Statement

5.1.1 The Augusta 9-1-1 Center encourages to the fullest degree employee behavior that is positive and supportive of its goals. The Department recognizes the need for progressive disciplinary action when the employee's conduct and job performance are inconsistent with the Departments Policies, Procedures, Orders or Rules and Regulations. Disciplinary action will be taken as provided in the Personnel Policies and Procedures Manual.

5.1.1.1 Generally discipline will be dealt with using a progression of actions. Exception to this progressive system will be made in cases of serious misconduct. In certain situations, demotion may be used in progressive discipline administration.

5.1.1.2 This policy will apply only to employees who have successfully completed the probation period. Probationary employees shall be disciplined in a manner deemed appropriate by the Director of the 9-1-1 Center.

5.2 Responsibility

5.2.1 It is the responsibility of the Director and Assistant Director to provide direction to the first line supervisors in the formulation of conduct and job performance standards and the administration of discipline. It is the responsibility of the first line supervisors to monitor, evaluate and document the conduct and job performance of employees under their supervision.

5.3 Grievances

5.3.1 If an employee is in disagreement as to the disciplinary action taken in their individual case and the action was taken by a supervisor or by the Director, the following procedures apply.

5.3.1.1 Discipline by a first line supervisor will be first appealed to the Director. Within five (5) days of the notice of appeal, the Director will hold a review with the employee and the supervisor. In the event a satisfactory resolution cannot be reached during this review, the employee can appeal to the County Administrator or designee. The final appeal will be with the "9-1-1 Advisory Committee Review Board".

5.3.1.2 Discipline by the Director of 9-1-1 will be appealed to the County Administrator or designee. The final appeal will be with the "9-1-1 Advisory Committee Review Board". This Board will consist of the following members:

5.3.1.2.1 *Representative from the Sheriff's Department*

5.3.1.2.2 *Representative from the Fire Department*

5.3.1.2.3 *Representative from the Local EMS Provider*

5.3.1.3 Reserved

5.3.1.4 The appeal will be reviewed at the next regular meeting of the "9-1-1 Advisory Committee Review Board", or the Director may request a special meeting of the "9-1-1 Advisory Committee Review Board" be convened to address the matter.

5.4 Inquiry/Allegation Investigative Procedures

5.4.1 Any reports of misconduct or improper actions or procedures by employees of the 9-1-1 Center will be reported on an Inquiry/Allegation Form. The Supervisor or Acting Supervisor on duty will complete the form at the time the Inquiry or Allegation is received.

5.4.2 Where investigations are handled at the line level, status reports will be submitted to the Director weekly. Third party complainants will be notified as to the status of the investigation bi-weekly. Findings and recommendations will be submitted to the Director within thirty (30) days after the complaint is received.

5.4.3 Employees will be given a reasonable time to prepare for any departmental hearings or for responses to Inquiries or Allegations of Misconduct. This time shall not exceed ten

(10) days except upon approval of the Director.

5.4.4 These rights do not apply to temporary or probationary employees since the employment is tentative and the restricted employment does not amount to a property interest in continued employment sufficient to trigger constitutional protection.

5.4.5 Any employee who fails to comply with any order during an internal investigation, interview or hearing will be subject to a charge of insubordination, and shall be subject to disciplinary action that may include termination.

5.5 Definitions for closing investigations

5.5.1 All investigations will be closed in accordance with the following dispositions:

5.5.1.1 Sustained / Disciplinary Action Recommended: The facts of the case support the allegation and discipline is required.

5.5.1.2 Sustained/No Disciplinary Action Taken: The facts of the case support the allegation; however, the employee's actions were justifiable under the circumstances.

5.5.1.3 Unsubstantiated: There is No Complainant, or the Complainant fails to pursue the complaint; there is insufficient evidence to support the elements of the violation; the complainant withdraws the complaint.

5.5.1.4 Unfounded: The allegation is false; no misconduct found.

5.5.1.5 Misconduct/Not Based on the Complaint: Substantiated misconduct, however, the misconduct is not as alleged in the original complaint but disclosed as a result of the investigation. Disciplinary action may or may not be recommended or imposed.

5.6 Individual Privacy

5.6.1 All internal investigations will be kept in strict confidence and will not be discussed by any person except as required by the investigator or Director. The results of disciplinary action shall not be disclosed to any person other than the employee, the employee's immediate supervisor, the

Assistant Director, the Director or others as may be required by law.

5.7 Disclosure of Information

5.7.1 In accordance with federal and state law, closed investigations and disciplinary actions may be released in compliance with a request made under the Open Records Act.

5.8 Additional Actions

5.8.1 The administration of discipline in the forms already defined in this manual does not preclude the additional effort to improve the employee's performance or job conduct. Techniques such as specialized or remedial training classes, Employee Assistance Program referral, special performance evaluations, extension of or application of probationary status, etc., may be used. These actions may be taken or recommended at any stage of the disciplinary process and may be in conjunction with actions previously defined.

5.9 Instructions for the 9-1-1 Inquiry Report

5.9.1 This Report is designed for reporting all activities of Communication Officers that may be actionable. Action could be taken in the form of a commendation, a report of an action, or in a negative disciplinary action.

5.9.2 Definitions: The following are terms that may be used in this document and their meanings as they relate to the 9-1-1 Inquiry Report:

5.9.3 Inquiry – Any report or knowledge of an action by a Communication Officer that merits reporting. This could include, but is not limited to commendations and complaints.

5.9.4 Commendation – Any act by a Communication Officer that warrants recognition for a job well done or other appropriate award of letter.

5.9.5 Complaint – Any issue brought to a supervisor’s attention that requires an evaluation of conduct as it relates to existing policies and procedures. The merit of the complaint (founded or unfounded) does not determine the need for the report, the simple knowledge of the issue warrants the report.

5.9.6 Sustained – The facts alleged in the initial report have been shown to be correct or the investigation revealed some other violation of existing policies or procedures.

5.9.7 Action Recommended – The facts of the inquiry are correct and some type of punitive or corrective action is required to ensure future compliance.

5.9.8 No Action Recommended – The facts of the inquiry are correct; however, no punitive or corrective action is appropriate to ensure future compliance. I.e., the action was appropriate under the circumstances existing such as the provisions of the “Emergency Rule.”

5.9.9 Misconduct not alleged in initial complaint – The facts of the inquiry are not accurate; however, during the investigation of the complaint another violation of policies, procedures or rules was found that was not a part of the complaint.

5.9.10 Unfounded – The actions of the Communication Officer were correct and within the guidelines of current policies and procedures, or the actions were correct even though no current policies or procedures regulate the specific conduct.

5.9.11 In House Warning – Verbal conversation between the supervisor and the employee that is intended to correct behavior or is the type used for on the spot corrections. Documentation of the action is required but it does not rise to the level of a Written Reprimand.

5.9.12 Written Reprimand – Written counseling and direction by the supervisor to the employee. This action is intended to correct behavior and to assist the employee in learning the correct method for handling the situation and requires documentation of the directions given.

5.9.13 Suspension – Relief from duty without pay for actions that cannot or have not been corrected by other less severe means.

5.9.14 Other Recommendations – Any recommendation not specifically outlined. This action could include retraining, testing, external counseling by a professional service, or dismissal for the good of the service.

5.9.15 Final Status – The action to be taken as approved by the Executive Staff of the Augusta 9-1-1 Center.

5.9.16 Open Pending – Any case being investigated or pending action by any member of the supervisory staff.

5.9.17 Closed Unfounded – Any case closed for lack of merit.

5.9.18 Closed No Disc – Case is not unfounded but no Disciplinary action is recommended.

5.9.19 Closed Disc Taken – Disciplinary action is being taken in the case and has been approved by the Executive Staff.

5.9.20 Executive Staff – The Director, Assistant Director or any employee serving in an Interim or Acting capacity as Director or Assistant Director.

5.9.21 Suspension Days – The number of days [*measured in eight (8) hour increments*] that an employee will be relieved of duty without pay.

5.9.22 Retention – The period of time that the action will remain in the employee’s personnel file.

5.10 Procedures

5.10.1 The following procedures will be used when completing the 9-1-1 Inquiry Report. All inquiries into the actions of an employee will be documented on this report by the supervisor receiving the report, whether it is an employee of that supervisor or another supervisor and regardless of perceived merit of the inquiry.

5.10.2 Left click on the “New Inquiry” button to open a new form, then complete the top of the form as follows:

- Do not enter an Inquiry Number as this field will auto number.
- Enter the date the report is being taken in the “Report Date” field.
- Enter or Select the name of the person who took the report.
- Enter the Date the incident is alleged to have occurred and the time frame it allegedly occurred in the “Begin Time” and “End Time” fields. If it occurred at a specific time, enter only the “Begin Time”.
- Enter the location of the incident or the location of the call.
- Enter the type of call. You can use Incident Types, Dispatch Determinants, or plain English.

5.10.3 Type the narrative of the complaint in the appropriate section of the “Complaint” tab. If the complaint is submitted on a Complaint Resolution Form, you may enter “See attached Complaint Resolution”, and then attach the form to the initial report.

5.10.4 If the employee(s) involved are known, complete the employee section by selecting the appropriate name in the drop down box. If the employee is not known, leave this field blank. Multiple employees can be entered on this screen; however, ensure the Inquiry Number Field on each name matches the Inquiry Number at the top of the form.

5.10.5 Enter the complainant’s information as follows:

- Enter the Complainant’s full name.
- Enter the Complainant’s address.
- If the Complainant lives in Augusta, the City and State Fields should be already completed; if they do not live in Augusta, enter the City and State where they live.
- Enter the Zip Code of their address.
- Enter a primary contact phone number and a secondary contact phone number. The secondary phone number would be used for after hour’s contacts or a work number.

5.10.5.1 Multiple complainants can be entered on this screen; however, ensure the Inquiry Number, from the top of the form, is the same for each record.

5.10.6 This completes the necessary fields to begin a 9-1-1 Inquiry Report. Return to the main screen and select the button labeled “Print Report”. Enter the Inquiry Number and a preview of the report will come up. Review the report for completeness then print the report. Sign the printed report and forward the signed report as follows:

- If the report is complete send to the Assistant Director;
- If the report is on an employee on another shift, make a copy of the report, seal it in an envelope and forward to the appropriate supervisor.

5.10.7 If an employee statement and notification is appropriate, click on the button “Employee Notice”, enter the Inquiry Number and review the form.

5.10.7.1 If only one employee is involved and the form is correct, print the form.

5.10.7.2 If more than one employee is involved, print the form using the following procedure:

- Click on the word “File” on the top of the page.
- Select “Print” and the print options window will appear.
- On the right side of the window is an area for “Copies”. Select the number of copies to be printed based on the number of employees involved.

5.10.7.3 There should be two pages for each copy. The first is the notification of the investigation and the second page is for their statement regarding the facts of the investigation.

5.10.7.4 Do not attempt to complete an investigative if there is a possibility of adverse disciplinary action until the employee has been notified and given the opportunity to present their side of the case.

5.10.8 Completion of the Investigative portion of the Inquiry will be done as follows:

- Click on the button “Edit Inquiry”, enter the Inquiry Number and the appropriate Inquiry should come up. Confirm the number on the top of the form.
- Go to the “Complaint” tab and complete the bottom narrative.
- NOTE: Enter only the facts of the investigation as determined by your investigation; do not enter opinions or unsubstantiated information.
- If there is a rule violation(s) enter the same Inquiry Number for each violation and select the violation from the drop down menu on the top line.
- At the end of line two is the level of the violation [A, B, C] and will be selected for each rule violation using the drop down menu.
- Select the tab “Supervisory Findings” and check one of the boxes for the “Complaint Disposition”.
- If disciplinary action is recommended, check the appropriate box under “Supervisory Recommendation.”
- NOTE: Ensure you are familiar with the violations matrix in the Policy and Procedures manual under Rules and Regulations prior to selecting the rule violation level. Also ensure you determine the correct rule violation that fits the facts of the case.

5.10.9 All Inquiries based on recorded conversations must include the Recorder ID number in the Inquiry under the Audio Tab.

5.10.10 If appropriate action would be to give a Written Reprimand, use the “Edit Inquiry” function and enter the reprimand narrative under the appropriate tab. Then print the reprimand as follows:

- Click on the button “Print Reprimand”.
- Enter the Inquiry Number.
- Enter the 9-1-1 computer number of the employee.
- Review the report and then select the print option.
- After printing, sign the form in the appropriate place.

- If more than one employee is involved and all are to receive a reprimand, you must repeat the above steps for each employee.

5.10.11 Once the reprimand is completed, review the matter with each employee and have them sign the form and give them an opportunity to reply to the reprimand in the space provided.

Note: *A reprimand should include a summary of what happened, what should have occurred and then what corrective action the employee should take to avoid a repeat of the offense.*

5.10.12 Once the forms are complete, attach all forms to the investigative report and forward to the Assistant Director’s Office for review and action.

5.10.13 If the recommendation is for more severe disciplinary action than an in house warning or written reprimand, set up a review meeting with the Assistant Director. The employee will not be present during this review. A copy of the employee’s Previous Violations will be printed and made part of the record.

5.10.14 If the Assistant Director concurs with the recommendation and it is within the Assistant Director’s purview for action a pre-disciplinary hearing will be held with the employee.

5.10.15 Once final recommendation for discipline has been made by the Assistant Director, the Report will be forwarded, with all forms attached, to the Director’s office.

5.10.16 If the recommendation requires action by the Director prior to final disciplinary action being taken, a pre-disciplinary hearing will be held with the employee(s), the supervisor(s) involved, the Assistant Director and Director. Final recommendations and reports will be handled by the Director.

NOTE: *The “Inquire” options do not allow changes and are to be used to view reports only.*

5.10.17 Completed Reports should contain the following reports.

- The Basic Report (With appropriate recommendations and a completed investigative narrative)
- The Employee Notice and Statements (as required)
- Copy(s) of the Reprimand if appropriate
- Copy(s) of Previous Violations Report if appropriate

5.10.18 Unfounded cases should contain the following at a minimum:

- The Basic Report (With appropriate recommendations and a completed investigative narrative)

5.10.19 All Inquiries made via Complaint Resolution Forms must have a follow-up Inquiry Report Package.

CHAPTER 6 - Personnel

Roles/Chain of Command

6.1 Role of the 9-1-1 Assistant Director

6.1.1 The Director will assign the Assistant Director.

6.1.2 The Assistant Director will be responsible for the day to day operation of the Center, and shall be the contact person for all Shift Supervisors and other personnel of the 9-1-1 Communications Center.

6.1.3 The Assistant Director will oversee the maintenance and care of all 9-1-1 owned equipment.

6.1.4 The Assistant Director will be responsible for the coordination of all 9-1-1 equipment needs.

6.1.5 The Assistant Director will assume the duties of the Director in the Director's absence.

6.1.6 Other duties as assigned by the Director

6.2 Role of the 9-1-1 Training Coordinator

6.2.1 The Training Coordinator will ensure all new employees receive training in the various functions of the Center

6.2.2 The Training Coordinator will schedule Basic Communication Officer training; schedule and certify training received for Career Path Development Program.

6.2.3 The Training Coordinator will assist in the background review of applicants and will schedule activities related to pre-employment processing.

6.2.4 The Training Coordinator will be ready to assume the duties of the Assistant Director in the Assistant Director's absence.

6.2.5 Other duties as assigned by the Director

6.3 Role of the 9-1-1 Quality Assurance Supervisor

6.3.1 The Quality Assurance Supervisor will ensure employees comply with the standards related to use of protocols.

6.3.2 The Quality Assurance Supervisor will schedule review sessions with poor performing employees to provide guidance and improvement in their use of protocols.

6.3.3 The Quality Assurance Supervisor will provide written documentation to the Director regarding level of compliance and achievement of standards.

6.3.4 The Quality Assurance Supervisor will report any customer service issues or other issues adversely affecting the delivery of the 9-1-1 service and will make that report to the Director of 9-1-1.

6.3.5 The Quality Assurance Supervisor will be ready to assume the duties of the Assistant Director in the Assistant Director's absence

6.3.6 Other duties as assigned by the Director

6.4 Role of the 9-1-1 Communications Shift Supervisor

6.4.1 There will be one "duty" supervisor assigned to each shift at the 9-1-1 Communications Center

6.4.2 The Shift Supervisor will be responsible for shift operations of the Center.

6.4.3 Reports of equipment malfunction/failure will be made immediately to the Shift Supervisor for appropriate action.

6.4.4 Problems that arise with respect to the overall performance of the Center will be brought to the attention of the Shift Supervisor, regardless of the agency involved.

6.4.5 The Shift Supervisor will submit a written report to the Assistant Director whenever there is an action taken or required regarding the malfunction/failure of 9-1-1 equipment. If the matter is of a serious nature, the Shift Supervisor will notify the Assistant Director immediately.

6.4.6 The Shift Supervisor will submit a written report to the Assistant Director whenever there is a problem, situation, or incident involving any member of the Communications Center, regardless of the agency. If the matter is of a serious nature, the Shift Supervisor will notify the Assistant Director immediately.

6.4.7 Other duties as assigned by the Director

6.5 Role of the 9-1-1 Communications Assistant Shift Supervisor

6.5.1 The assistant Shift Supervisor will be responsible for shift operations of the Center in the absence of the Shift Supervisor.

6.5.2 Reports of equipment malfunction/failure will be made immediately to the Shift Supervisor for appropriate action.

6.5.3 Problems that arise with respect to the overall performance of the Center will be brought to the attention of the Shift Supervisor, regardless of the agency involved.

6.5.4 The assistant Shift Supervisor will submit a written report to the Shift Supervisor or the Assistant Director whenever there is an action taken or required regarding the malfunction/failure of E-9-1-1 equipment.

6.5.5 The assistant Shift Supervisor will be responsible for the shift training of new

employees and the continuing training of senior employees to ensure a proper delivery of service.

6.5.6 Other duties as assigned by the Director.

6.6 Role of the Communication Officer as a Call Taker

6.6.1 The term “call taker” refers to the communications center operator answering incoming telephone lines, to include E-9-1-1 and business line calls. This position plays a front line role in the dissemination of information as received at the center. It is of the utmost importance that the call taker maintains a professional demeanor when dealing with the members of the community, as this contact may very well be the caller’s first contact with a public safety agency.

6.6.2 The following duties will be followed by all call takers when answering complaints or calls for service:

6.6.2.1 Information (as outlined in the following sections) will be recorded on the appropriate form.

6.6.2.2 Once complete, the call taker will relay this information without hesitation to the appropriate communication officer (i.e., fire calls to fire dispatch, EMS calls to EMS dispatch, etc.).

6.6.2.3 It is the duty of all call takers to become familiar with this manual, with particular attention paid to the sections on telephone technique, complaint handling, and any other pertinent sections.

6.6.2.4 All employees will answer all business, emergency and other similar calls within three (3) rings. Failure to do so, without just cause, may result in disciplinary action.

6.6.2.5 Receive notification of emergencies or calls for assistance from individual citizens and public safety units.

6.6.2.6 Answer incoming calls on the 9-1-1 system and follow through with the appropriate action (transfer, dispatch, etc.).

6.6.2.7 Evaluate the situation by requesting additional information from the caller.

6.6.2.8 Answer all other telephones, operate/monitor the ANI/ALI, and perform other such duties as required.

6.6.2.9 Maintain, or cause to be maintained in good working order, all equipment that they are authorized to operate or monitor.

6.6.2.10 Advise other agencies or mobile units of the presence of other emergency vehicles responding to the emergency scene.

6.6.2.11 Maintain current and accurate files, logs, rosters or records as required.

6.6.2.12 Maintain road/business files, and update same, as necessary.

6.6.2.13 Other duties as assigned by the Director

6.7 Role of the Communication Officer as a Dispatcher

6.7.1 The terms “dispatcher,” “radio operator,” and “communications specialist” are synonymous, and normally refer to the persons operating base or fixed communications equipment. For ease of understanding and purposes of procedural enforcement, this person will be referred to as a “Communication Officer.”

6.7.2 The dictionary defines a dispatcher is one who sends out vehicles to a particular destination. While the essence of the dispatcher position is to receive requests for help, and to arrange for getting the kinds of people and equipment that the situation requires to where they are needed, our communication officers are responsible for many things. The communication officer with the Augusta 9-1-1 Center will:

6.7.2.1 Operate/monitor all radio communications over the base station console for the Sheriff’s Office and Fire Department.

6.7.2.2 Receive notification of emergencies or calls for assistance from individual citizens and public safety units.

6.7.2.3 Answer incoming calls on the 9-1-1 system and follow through with the appropriate action (transfer, dispatch, etc.).

6.7.2.4 Evaluate the situation by requesting additional information from the caller.

6.7.2.5 Based upon the information received, the nature of the call and the operator’s knowledge or experience, make the decision and dispatch the appropriate equipment and personnel to cope with the situation.

6.7.2.6 Convey all information to the units responding which will better enable them to cope with the situation upon arrival.

6.7.2.7 Answer all other telephones, operate/monitor the ALI, and perform other such duties as required.

6.7.2.8 Monitor the traffic on all other available frequencies and take appropriate actions when required.

6.7.2.9 Become familiar with the organization and communication capabilities of cooperating agencies, and the applicable rules and regulations of the FCC.

6.7.2.10 Maintain, or cause to be maintained in good working order, all equipment that they are authorized to operate or monitor.

6.7.2.11 Guide vehicles to the scene of the emergency, and help them avoid traffic problems.

6.7.2.12 Advise other agencies or mobile units of the presence of other emergency vehicles responding to the emergency scene.

6.7.2.13 Maintain current and accurate files, logs, rosters or records as required.

6.7.2.14 Maintain road/business files, and update same, as necessary.

6.7.2.15 Become thoroughly familiar with the contents of this Standard Operating Procedures Manual, and will be held accountable for deviations from the same.

6.7.2.16 Other duties as assigned by the Director

6.8 Responsibilities:

6.8.1 In performing the above duties, as well as others, all communication officers must assume responsibilities and use their own initiative. Not all procedures can be written down. The communication officers are not merely conduits of information. They are controllers and managers of the law enforcement agencies, fire departments, emergency medical services, and other community resources, available for any emergency or incident.

6.8.2 The communication officer's position is one of control, and they are expected to promote an orderly and legal operating procedure. Those with whom they have contact will copy the communication officer's procedure, good or bad, unconsciously.

6.9 Summary of Basic Qualifications for Communication officers

- The ability to speak clearly and distinctly at all times;
- The ability to reduce rambling and disconnected material into concise and accurate messages;
- The ability to think and act promptly in emergencies;
- The ability to analyze a situation accurately and to take or suggest an effective course of action;
- A thorough understanding of the capabilities and limitations of the communications system, and a working knowledge of cooperating systems;
- An adequate understanding of the technical operation of the system to allow intelligent reporting of equipment failures;
- A physical and mental ability to work effectively under all conditions encountered;
- Knowledge of the FCC Rules and Regulations applying to operators' responsibilities. A copy of these rules is on file in the 9-1-1 Center.

6.10 Press Information Policy

6.10.1 All concerned personnel will follow the procedure described below to alert the Communications Center Administration of cases of potential interest to the press. In no case will any information be released regarding criminal investigation by the Augusta 9-1-1 Center, except for statements made through the investigating unit or other member at the RCSO. The purpose of this policy is to provide Augusta 9-1-1 Center personnel with a procedure which will ensure that cases potentially providing opportunities for positive publicity are identified in a timely manner.

6.10.2 Pre-Arrival Instruction Cases

6.10.2.1 By definition, this will include all cardiac arrest, choking, and childbirth cases.

6.10.2.2 The Shift Supervisor will review the previous day's cases at the beginning of the shift to identify those calls for which PAIs were given.

6.10.2.3 Those cases the Shift Supervisor deems need further review will be forwarded to the QA Supervisor.

6.10.2.4 The QA Supervisor will then briefly review the audio recording of each of these calls for examples of exemplary performance, unusual or interesting circumstances, or significant impact and patient outcome.

6.10.2.5 The audiotapes of cases that are identified as being of special interest will then be taken immediately to the Augusta 9-1-1 Director. After personally reviewing the tapes, a joint decision will be made on what details of those calls are suitable for release to the Public within the limits of the Georgia State Statute regarding the confidentiality of 9-1-1 calls and any other investigative restrictions.

6.10.2.6 The QA Supervisor will handle initial contacts with the press and coordinate any further related activity.

6.10.3 Calls of Potential Press Interest other than PAIs

6.10.3.1 Supervisors should make a special attempt to identify any call that may be of interest to the press that does not fall into the category of PAI administration. The involvement and support of all concerned personnel will be essential in this endeavor.

6.10.3.2 Supervisors should promptly pass the information regarding the call to the Director.

6.10.3.3 The Director will then follow the same steps as identified in the appropriate section above.

6.10.4 Problematic Cases

6.10.4.1 Supervisors must make every attempt to identify problematic cases that may attract adverse press interest. Details of these cases must be passed to the Director immediately. This will allow adequate time for preparation of a response.

6.10.4.2 If a Communication Officer receives a call that is considered to be of interest to the press, the call must be referred to the Director of the Augusta 9-1-1 Center immediately, in an effort to allow adequate time for preparation of a response. If you are unsure, refer calls to your supervisor and the supervisor will make the decision.

6.10.4.3 Examples of problematic cases:

- Delay in entry of a request for service
- Incorrect triaging/use of protocol

- Discrepancies in the location of the incident that results in delayed response time.

CHAPTER 7 - Quality Assurance Compliance

7.1 Quality Assurance Policy Statement

7.1.1 Communication Officers will receive regular comments through their immediate supervisor from the Quality Assurance Supervisor (QA). The Shift Supervisor will review the compliance report with the affected employee for correcting any non-compliant action, errors or omissions.

7.1.2 The Augusta 9-1-1 Center expects 100% compliance in attempts to gather case entry level information. Outside agency (fourth party) referrals may be the only exception to this policy. Concerning first party callers (i.e. when the caller is the complainant), the Communication Officer may omit questions three and four.

7.2 Quality Improvement Process, Roles and Responsibility

7.2.1 The quality improvement process shall follow a standardized procedure as detailed below and as required by the National Academy of Emergency Dispatch (NAED) accreditation standards. The purpose of this policy is to provide all Communication Officers with the necessary understanding and skills as they relate to the efficient and effective provision of quality assurance for the Priority Dispatch Systems. Such quality assurance processes shall be sufficient to meet the requirements of the NAED for accreditation as a "Dispatch Center of Excellence".

7.3 Quality Improvement Case Review

7.3.1 A 3% minimum sampling of all calls shall be randomly selected and reviewed monthly by the Quality Assurance Supervisor to assure compliance to the PDS protocol at acceptable pre-set levels as defined within NAED accreditation standards.

7.3.2 The level of compliance required to meet NAED accreditation standards is 90% or greater for each individual Communication Officer to all listed protocol components previously defined, except for Case Entry and Pre-Arrival Instructions interrogation which shall be a 95% or higher compliance rate.

7.4 Case Review Feedback Process

7.4.1 Completed Case Evaluation Templates (CETs) generated by the AQUA database, with either an Exemplary Dispatcher Performance Report or a Dispatcher Non-compliance Report attached will be forwarded to Supervisors by the QA Supervisor on a weekly basis.

7.4.1.1 Supervisors will review each CET/Performance Report with the Communication Officer on a one-to-one basis. Both the Supervisor and the Communication Officer may add their comments to the forms and both must sign it.

7.4.1.2 If a Q. A. review circumstance dictates the Supervisor should develop an action plan and document this on the form. A deadline for completion of the action plan MUST be given. Action plans may be appropriate if remedial training is required or if, in the case of exemplary performance, it will be beneficial to share details of a case or actions of a Communication Officer.

7.4.1.3 Supervisors may use the form to request further QA follow-up or action if required. Examples of QA action that could be suggested include requests for a particular Continuing Dispatch Education topic to be covered, for a letter of commendation to be submitted, or for a problem to be raised at the Medical Dispatch Review Committee meeting.

7.4.1.4 The Communication Officer's Supervisor must return completed forms to the QA Supervisor within ten days of receipt.

7.4.1.5 The QA Supervisor must be informed of the completion of any action plan noted on the form.

7.4.1.6 The QA Supervisor will keep a copy of the completed form in the Communication Officer's QA file.

7.4.1.7 Copies of the completed form will be distributed by the QA Supervisor to the Shift Supervisor who will distribute to the Communication Officer. In addition, all exemplary and non-compliance reports will be distributed to the Medical Director (Medical Calls Only) and the Director of 9-1-1.

7.4.1.8 Due to the subjective nature inherent in the QA Case Review Process, the possibility for non-concurrence with the Review Evaluation Rating exists. When supervisors do not concur with the Case Review Evaluation Ratings and these rating issues cannot be resolved to the satisfaction of the supervisor, the Director shall be notified of the conflicting issues. The Director shall resolve the issues in conflict and render a decision on the proper documentation of the Case Review Evaluation. The Case Review Evaluation shall reflect the findings.

7.5 QA Database Individual Communication Officer Compliance Reports

7.5.1 Compliance data for individual Communication Officers shall be generated from the PDQA database and forwarded to Shift Supervisors on a monthly basis with either an Exemplary Compliance report or a Non-Compliance Action Plan attached. Data on individual Communication Officer's performance will not be discussed with their peers.

7.5.1.1 Shift Supervisors will review each Compliance Report with the Communication Officer on a one-to-one basis. Both the Supervisor and the Communication Officer may add their comments to the forms and both must sign it.

7.5.1.2 Shift Supervisors may use the form to request further QA follow-up or action if required.

7.5.1.3 The Shift Supervisor must return completed forms to the QA within ten days of their receipt.

7.5.1.4 The QA Supervisor must be informed of the completion of any action plan noted on the form.

7.5.1.5 The QA Supervisor will keep a copy of the completed form in the Communication Officer's QA file.

7.5.1.6 Copies of the completed form will be distributed by the QA Supervisor to the Shift Supervisor for distribution to the Communication Officer. In addition, all exemplary and non-compliance reports will be distributed to the Medical Director (Medical Calls Only) and the 9-1-1 Director.

7.6 QA Database Shift Compliance Reports

7.6.1 Compliance data for each shift overall shall be generated from the PDQA database

and posted on the bulletin board in dispatch at monthly intervals by the QA Supervisor.

7.6.2 The QA Supervisor and the Director will review the compliance data for each shift with the relevant supervisor on a one-to-one basis each month. Copies of any action plan required should be forwarded to the QA Supervisor for record keeping.

7.6.3 The QA Supervisor must be informed of the completion of any action plan.

7.6.4 The QA Supervisor will keep a copy of each Shift Compliance Report in the Shift's QA file.

7.6.5 Copies of the Shift Compliance Report will be distributed by the QA Supervisor to the Director, the Medical Director, 9-1-1 Steering Committee, and Dispatch Review Committee, for the life of the implementation contract, to Dispatch Priority Consultants (DPC).

7.7 QA Database Dispatch Summary Compliance Reports

7.7.1 A Communication Officer Summary Compliance Report will be generated from the PDQA database and copied to each member of the DRC at monthly intervals and to the 9-1-1 Steering Committee with a Summary report at quarterly intervals. The Summary report will also be copied to the membership of the DRC at monthly intervals.

7.7.2 The DRC will review the Dispatch Summary Compliance Report and the QI Data Summary report at monthly intervals and develop an action plan if appropriate. Copies of any action plan formulated should be forwarded to the QA Supervisor for record keeping.

7.7.3 The 9-1-1 Steering Committee will review the Dispatch Summary Compliance Report, the Data Summary report, and any associated action plan(s) quarterly. The 9-1-1

Steering Committee may require of the DRC that an action plan is formulated (if it was not previously accomplished), or is modified.

7.7.4 The QA Supervisor the DRC and the 9-1-1 Steering Committee membership must be informed of the completion of any action plan.

7.7.5 The QA Supervisor will keep a copy of each Dispatch Summary Compliance Report and QI Data Summary report in the Communication Officer's QA file.

7.7.6 Copies of the Dispatch Summary Compliance Report and QI Data Summary report will be distributed by the QA Supervisor to the Director, the Medical Director (Medical Calls Only), the membership of 9-1-1 Steering Committee, and DRC for the life of the implementation contract, to Dispatch Priority Consultants.

7.8 Medical Dispatch Feedback Reports

7.8.1 These forms will be made available to all field personnel dispatched by Augusta 9-1-1 who respond to EMS calls. They will be utilized to provide comments from the field to dispatch in case of exemplary Communication Officer performance or if a case proves problematic.

7.8.2 Completed forms will be written, sealed, and forwarded directly to the Augusta 9-1-1 QA Supervisor.

7.8.3 On receipt of a form the QA Supervisor will review the tape of the relevant call and discuss it with the Communication Officer's Supervisor, in case of non-compliance. The Shift Supervisor will then reviews with the involved Communication Officer and take any other action that is deemed appropriate.

7.8.4 The QA Supervisor will provide a reply to the initiator of the query or comments within fourteen days of receipt of the form. In

the first instance and where feasible this will be in the form of a telephone call to the initiator.

7.8.5 The completed Medical Dispatch Feedback Report will be returned to the initiating ambulance service Supervisor.

7.8.6 Copies of the completed Medical Dispatch Feedback Report will be kept by the QA Supervisor in the relevant Communication Officer's file and in a file for completed Medical Dispatch Feedback Reports.

7.8.7 Copies of the completed Medical Dispatch Feedback Report will be distributed by the QA Supervisor to the Director, the Medical Director, and for the life of the implementation contract, to Dispatch Priority Consultants (DPC).

7.8.8 Medical Dispatch Feedback Reports must be completed in a professional manner. Reports submitted which contain aggressive or abusive language, or otherwise unprofessional behavior, will be returned to the initiator via appropriate channels. The QA Supervisor will forward a copy of such forms to the Director.

7.9 Continuing Dispatch Education Process, Roles and Responsibilities

7.9.1 The Continuing Dispatch Education (CDE) process shall follow a standardized procedure as detailed below and as required by the National Academy of Emergency Dispatch (NAED) to meet accreditation standards.

7.9.2 In order to provide all dispatch personnel with the necessary understanding and skills as they relate to the efficient and effective provision of Continuing Dispatch Education for the Priority Dispatch Systems. Such Continuing Dispatch Education processes shall be sufficient to meet the requirements of the NAED for accreditation as a "Dispatch Center of Excellence".

7.10 CDE Program Management

7.10.1 The DRC (in conjunction with the QA Supervisor) shall be responsible for defining the topics that the CDE program will address.

7.10.2 Once defined, these topics shall be submitted to the Training Coordinator for approval, before implementation.

7.10.2.1 Appropriate CDE topics may be identified in a number of ways:

7.10.2.2 As a result of the DRC'S recommendations (based on the QA's findings)

7.10.2.3 Supervisor's action plans or requests for further action by the QA.

7.10.2.4 Via requests from Communication Officers.

7.10.3 The QA Supervisor shall be responsible for scheduling educational opportunities in conjunction with the Training Coordinator, as necessary to address the needs identified above. The QA Supervisor shall be responsible for ensuring that necessary educational opportunities are:

7.10.3.1 Delivered by appropriately qualified personnel (Must be related to the topic chosen, does not necessarily have to be a Dispatcher Instructor)

7.10.3.2 Adequate in their content and format to address the identified learning objective

7.10.3.3 Relevant to Communication Officers and the associated work

7.10.3.4 Attended by all Communication Officers.

7.10.4 The QA Supervisor shall be responsible for ensuring that appropriate records are maintained regarding the CDE program in the QA filing system and for Communication Officer individually.

7.10.5 The QA Supervisor shall be responsible for ensuring that a CDE Lesson Plan is completed with adequate standards for all classroom-based education.

7.11 Meeting NAED Re-Certification Requirements

7.11.1 The QA Supervisor shall be responsible for ensuring that all Call

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Takers/Dispatchers are given adequate opportunity to meet NAED re-certification requirements.

7.11.2 If it appears likely that a Communication Officer will not meet NAED re-certification requirements, the QA Supervisor must inform that individual's supervisor at the earliest opportunity.

7.11.3 Types of CDE: The following are acceptable formats and their associated maximum hours for CDE.

- Workshops and seminars (16 hours minimum/maximum)
- Attendance at planning and management meetings, such as the DRC (8 hours maximum)
- Quality assurance and case review (8 hours maximum)
- Review of related audio, video and written materials (4 hours maximum)
- Public education (4 hours maximum)
- PDS Protocol review (4 hours maximum)
- Miscellaneous, such as ride-along and work experience 4 hours maximum)

7.11.4 The minimum CDE requirement in any given year shall be twelve hours Communication Officer, at least eight hours of which shall be didactic in nature. In addition to the CDE hours, types, and topics discussed above, Communication Officer must maintain current CPR certification equal to those established by the American Heart Association standards. The bulk of the subject matter accepted as fulfilling NAED requirements will be directly related to the science of Emergency Dispatch and the use of the PDS; however, other related material will be considered for its educational relevance.

7.12 CDE Program Objectives

7.12.1 The Development of a better understanding of telecommunications and of the Communication Officer's specific roles and responsibilities.

7.12.2 Enhancement of on-line skills in the use of PAIs and in all emergency telephone

procedures within the practice of Communication Officer.

7.12.3 Improving skill in the use or application of all component parts of the PDS, including interrogation and prioritization.

7.12.4 Providing opportunities for discussion practice of skills, and for constructive comments of performance.

7.13 Request for Clarification/Review Policy

7.13.1 Supervisors shall review all new and previous requests, which have not been reviewed, for clarification and their associated answers, as found in the PDS folder, with Communication Officers during every shift. The purpose of the policy is to provide all Communication Officers with the opportunity to enhance their skills in the use of the PDS by reviewing the questions (and the associated answers) raised by their peers regarding the use of this system.

7.13.2 PDS Folder: A folder is provided in the Communications Center that allows Communication Officers to raise questions regarding the use of the PDS.

7.13.2.1 This folder is regularly reviewed by the Quality Assurance Supervisor for new questions to which the QA Supervisor will promptly provide a written response by placing it in the folder.

7.13.2.2 It is recognized that questions raised by Communication Officers and the associated answers provided are likely to provide an excellent learning opportunity for all Communication Officers using the system.

7.14 Supervisor's Responsibility

7.14.1 At least once during each shift, supervisors will review the contents of the PDS folder for new and previous requests, which have not been reviewed, for clarification.

7.14.2 At least once during each shift, supervisors will review these clarification

requests with each Communication Officer under their supervision, either in a group format or on a one-to-one basis, to ensure that all staff understand the implication of each query raised and its associated answer.

7.14.3 Supervisors shall record in the log that this review has taken place, noting which clarification requests have been reviewed and with which members of staff.

7.14.4 The Requests for Clarification will then be routed through the office of the Director.

7.15 Priority Dispatch Incremental Compliance Policy

7.15.1 Policy: It is the policy of Augusta 9-1-1 Center to comply with the Priority Dispatch Systems (PDS) protocols.

7.15.2 Purpose: The purpose of this policy is to achieve and retain accreditation from NAED; all Communication Officers shall maintain the average compliance scores as required.

7.15.3 It is necessary for each Communication Officer to meet the following average PDS compliance scores in order to meet the NAED Dispatch Center of Excellence Accreditation requirements, which are as follows:

- 95% Case Entry compliance
- 90% Key Question compliance
- 90% Post-Dispatch Instruction compliance
- 95% Pre-Arrival Instruction compliance
- 95% PDS response code compliance

7.16 Certification Requirements

7.16.1 Realizing that achievement of these compliance rates is not immediately feasible for newly qualified Communication Officers,

the below listed procedures outline a systematic approach to reach that objective:

7.16.2 All new Communication Officers shall (within six months of hire date) be certified as Emergency Dispatchers.

7.16.3 All existing dispatchers shall be subject to this policy as of their certification date for each discipline.

7.17 Incremental Compliance Criteria

7.17.1 Within 2 months of becoming certified all Communication Officers shall achieve a 75% compliance rate. Any Communication Officer not achieving a minimum 75% compliance rating as listed above shall receive five on-line training sessions by a TO, totaling 40 hours. These sessions shall be based on the problems demonstrated during the QA process.

7.17.2 Within 4 months of becoming certified, all Communication Officers will achieve a 90% minimum compliance rate. Any Communication Officer not achieving a 90% compliance rate as listed above shall receive five more on-line training sessions, based on the problems identified in the QA process.

7.17.3 Within 6 months of becoming certified all Communication Officers shall achieve an 95% minimum compliance rate. Any dispatcher not achieving an 80% compliance rate as listed above shall receive five on-line training sessions. These sessions shall be based on the problems demonstrated during the QA process.

7.17.4 This policy does not exclude the need for discipline when considering individual cases of gross negligence or gross improper behavior, or cases of persistent failure to apply PDS protocols, nor does it exclude any other existing disciplinary process.

7.18 Discipline versus Quality Assurance:

7.18.1 All quality improvement reviews shall be handled by the QA.

7.18.2 When compliance becomes a disciplinary versus a quality assurance problem, the quality assurance supervisor will identify the individual to the Shift Supervisor and the Director. The Shift Sergeant will handle all remedial training. All discipline cases shall be handled by the immediate Supervisor (according to the current disciplinary policy) and via the chain of command.

7.18.3 Trigger Points for Disciplinary Action

7.18.3.1 During the first six months after certification progressive discipline shall begin for Communication Officers who are in noncompliance and who after the initial 3 months;

- Fail to achieve the required compliance levels as detailed above during two out of three months.

7.18.3.2 Following a six month period of certification Progressive discipline shall begin for any Communication Officer who:

- Fails to achieve 95% Case Entry compliance in two out of three months;
- Fails to achieve 90% Key Questions compliance in two out of three months;
- Fails to achieve 90% Post-Dispatch Instruction compliance in two out of three months;
- Fails to achieve 95 % Pre-Arrival Instructions compliance in two out of three months.
- Fails to achieve 95% PDS response code compliance.

CHAPTER 8 - Call-Taking Procedures

8.1 Telephone Techniques

8.1.1 This section is devoted to telephone techniques used in emergency communications. Since the general public's dependence upon the telephone is so significant, the communication officer must be aware of its importance. The telephone is the most available and, therefore, the most important means of access that the citizen has of obtaining the services provided by Augusta. It is the primary link between professional and nonprofessional communications. The telephone is the fundamental method of communications within a department and is the chief means of informal or other contact between departments.

8.1.2 **User Techniques:** When you answer the telephone, you are about to meet someone. Remember this conversation should be the same as a face-to-face visit, and that you are representing Augusta.

8.1.2.1 Answer the telephone promptly. Treat each call as an emergency. Place yourself in the position of the caller, who may be ill or suffering from fear or panic. All calls will be answered within three (3) rings.

8.1.2.2 Do not put a caller on hold without first ascertaining that the call is not an emergency. Emergency calls should never be placed on hold.

8.1.2.3 Identify yourself on all business line calls. This ensures the caller that he or she has placed the call properly and calms the party who may require assistance.

8.1.2.4 Speak directly into the mouthpiece. This ensures that you will be properly understood and will not waste time in repeating information. Speak clearly, in a normal tone of voice.

8.1.2.5 Observe telephone courtesy. A calm, competent, decisive voice that is courteous will never antagonize the caller. Avoid debates or arguments. Do not return negative comments with the same. Avoid an unprofessional attitude at all times.

8.1.2.6 Take charge. The communication officer should always be in charge of the conversation. After the initial exchange, lead the caller into meaningful context by asking questions as to whom, what, where, and when.

8.1.2.7 Record all information in the CAD System or in writing. Never leave anything to memory, and consider that it is your responsibility to understand the caller, for they will always assume that you have understood.

8.1.2.8 Explain delays to the caller. You may have to call the party back, depending on the circumstances. This should be explained in a courteous manner.

8.1.2.9 Avoid the use of jargon. Do not speak in "police code," or use other slang. Proper use of the English language is encouraged.

8.1.2.10 Show interest. Let the person calling know that you are interested in his or her problem. The caller has or needs information, assistance, or service, and should be given your undivided attention.

8.1.2.11 Try to visualize the caller. The telephone can be an impersonal contact with another person, lending one to be curt, discourteous, and even-tempered.

8.1.2.12 Terminate calls positively and courteously.

8.1.2.13 Make sure that the information gets to the proper person. Never give the caller misinformation. If you do not have the correct information for the caller, refer them to the appropriate service. If requested information is not immediately available, obtain the name and number of the caller for a return call.

8.1.2.14 Place and receive your own calls. This provides far better harmony with the citizen than letting someone else do the calling. Communication officers will not place routine calls for public safety personnel that would be better served placing the call themselves.

8.1.2.15 The communication officers will not handle personal telephone calls for public safety personnel.

8.1.2.16 List frequently called numbers. Place such numbers as well as all other important information within view of the operating position(s).

8.1.2.17 Communication officers on personal telephone calls will place their caller on hold when a 9-1-1 or business line has an incoming calls.

8.1.2.18 Personal telephone calls will be kept to a minimum, lasting no longer than three (3) minutes.

8.2 Emergency Rule Defined

8.2.1 With the implementation of protocols a thorough and accurate definition of the

Emergency Rule and associated conditions is required. Condition determinations will be made at the discretion of the Shift Supervisor, or their designees only.

8.2.1.1 Condition 1: Normal operating conditions

8.2.1.1.1 *No notifications required. 2.1.1.2 Upon return to Condition 1, a notation will be made on the Daily Consolidated report as to the time and date.*

8.2.1.2 Condition 2: Heavy 9-1-1 phone traffic, sustained for greater than 5 minutes, and all Communication Officers processing incidents.

- Objective is to reduce phone traffic.
- Communication Officers will terminate all Administrative Phone Conversations that are not of an emergency nature.
- When Condition 2 exists the supervisor will focus on the Administrative lines and all other Communication Officers will respond to 9-1-1 Phone Lines (Depending on Center Staffing Levels, the Supervisor may assign a Communication Officer to assist with the Administrative Lines.)
- In answering the Administrative Lines, the caller will be told to "Please Hold" and the call will be placed on Hold. Once the lines have been answered and placed on Hold, the Supervisor will begin handling the "Held Calls". Callers that can be diverted or delayed will be asked to call back.
- During this condition the Emergency Rule for protocols will be in effect.
- A notation will be made in the Consolidated Report as to the date and time.

8.2.1.3 Condition 3: Heavy incident volume (Greater than 20 emergencies working and/or holding Priority I calls for greater than 2 minutes)

- Communication Officers will terminate all Administrative Phone Conversations that are not of an emergency nature.
- Primary Law Enforcement Communication Officers will assess the location of units and have units move to areas needing coverage (Posting) in order to reduce response time. (i.e., South Precinct has only 435, 436 & 437 in service, have 435 move to the Tobacco Road area, and move 436 or 437 toward Bobby Jones and Peach Orchard.)
- When Condition 3 exists the supervisor will focus on the Administrative lines and all other Communication Officers will respond to 9-1-1 Phone Lines. (Depending on Center Staffing Levels, the Supervisor may assign a

Communication Officer to assist with the Administrative Lines.)

- In answering the Administrative Lines, the caller will be told to "Please Hold" and the call will be placed on Hold. Once the lines have been answered and placed on Hold, the Supervisor will begin handling the "Held Calls". Callers that can be diverted or delayed will be asked to call back. During this condition the Emergency Rule for protocols will be in effect. A notation will be made in the Consolidated Report as to the date and time.

8.2.1.4 Condition 4: Severe Weather

- Communication Officers will terminate all Administrative Phone Conversations that are not of an emergency nature.
- Primary Law Enforcement Communication Officers will assess the location of units and have units move to areas needing coverage (Posting) in order to reduce response time.
- During this condition the Emergency Rule for protocols will be in effect.
- A notation will be made in the Consolidated Report as to the date and time.

8.2.1.5 Condition 5: Disaster mode. (As declared by County EMA Director or designee)

- Utilized for excessive weather conditions, i.e.: Hurricanes, tornadoes, and/or system wide resource depletion.
- Alert all Public Safety Units over all working Talk Groups with alert tone #3.
- Announce: "Attention all units, disaster conditions (and add specific events), maintain radio traffic to a minimum."
- During this condition the Emergency Rule for protocols will be in effect.
- A notation will be made in the Consolidated Report as to the date and time.

8.2.1.6 Condition 6: Computers are malfunctioning severely and manual dispatch pending or in existence.

- Objective is to eliminate nonessential radio and phone traffic.
- Alert Public Safety Units over all working Talk Groups with alert tone #3).
 - Announce: "Attention all units the Augusta 9-1-1 Center is experiencing computer malfunctions, maintain radio traffic to a minimum and case numbers will not be available."
- During this condition the Emergency Rule for protocols will be in effect.
- A notation will be made in the Consolidated Report as to the date and time.

8.3 Emergency Rule Protocol

8.3.1 Unusual and unpredictable events may overload the Communications Center resources with incoming emergency requests (high visibility major incident, weather phenomena, catastrophic hardware failure, etc) that preclude the normal delivery of service expectations. During these instances, the Communications Supervisor will notify proper personnel of the condition codes per this SOP. Supervisors will document circumstances on the Consolidated Report. Due to volume, these situations may inhibit the ability of Communication Officers to completely process all incidents. Communication Officers will obtain all case entry information on these incidents and any pre arrival instructions required, with life threatening incidents given the highest consideration for staying on the line. Communication Officers will document in the notes of all calls that full protocol was not deliverable due to an emergency situation by entering the Condition of the Center at the time, (I.e., "C 3"). The PDS "Urgent Disconnect" Case Exit Protocol is recommended for use in these situations.

8.3.2 Call Processing

8.3.2.1 Telephone Lines: All Communication Officers are responsible for answering phone lines. The telephones are to be answered in the following priority order:

- 9-1-1 Lines Answer using "Augusta 9-1-1, what is the exact location of your emergency";
- Ring Down Lines Answer using "Augusta 9-1-1;
- Augusta Dispatch Lines (1080/2900) Answer using "Augusta Dispatch (your name) may I help you?"

8.3.2.2 Personnel will answer 9-1-1 lines in the following order:

8.3.2.2.1 *Communication Officers in a Call taker Position*

8.3.2.2.2 *Communication Officers working a non primary Talk Group*

8.3.2.2.3 *Supervisors*

8.3.2.2.4 *Communication Officers working a primary Talk Group.*

8.3.2.3 Talk Group Priority: Persons working talk groups will be ranked as follows, with the personnel with the lowest number having first responsibility to answer 9-1-1 line:

8.3.2.3.1 *Civil/Marshall Talk groups*

8.3.2.3.2 *Investigations Talk Group*

8.3.2.3.3 *Back up Fire/EMS Talk Group*

8.3.2.3.4 *Fire Talk Group*

8.3.2.3.5 *Special Operations Talk Group*

8.3.2.3.6 *North/South Talk Group*

8.3.2.4 Existing Center Policies mandate that the 9-1-1 lines be answered in a timely manner. Every attempt will be made to answer all 9-1-1 lines on the first ring.

8.3.2.4.1 *At no time will a 9-1-1 line go unanswered due to a non-emergency call.*

8.3.2.4.2 *9-1-1 or 7 digit calls that go unanswered due to personal or administrative phone traffic will not be tolerated.*

8.3.2.4.3 *It is our duty to give pre arrival instructions to 9-1-1 callers; therefore 9-1-1 calls are second in priority only to scene safety communications. Normal radio traffic or routine radio traffic is NOT scene safety communications.*

8.3.3 Special Instructions for handling Accidents and Accidents with injuries:

8.3.4 Upon receiving a call regarding a Traffic Accident or a Traffic Accident with Injuries, the Communication Officer taking the call will go through the case entry questions as required for EMD.

8.3.5 At the conclusion of the Case Entry Questions the following question will be asked; "Are you stopping or have you stopped at the scene?"

8.3.5.1 If the answer to this question is "NO" and you have obtained all required information you may disconnect from the caller.

8.3.5.2 In the event of multiple calls regarding the same accident and the Case Entry Information has already been obtained, the Communication Officer will still be asked the above question.

8.3.5.3 At any point that a caller responds to this question with "YES", the appropriate pre arrival and post dispatch instructions will be followed.

8.4 Wireless 9-1-1 Calls

8.4.1 To clearly define the methods required for obtaining coordinates from cellular phone calls; to explain the technology and procedures required to get the caller's location from a cellular phone.

8.4.2 Policy: With the implementation of Wireless Phase II. Technology within the Augusta Richmond County area the possibility of determining the location of callers is enhanced. Certain limitations and procedures must be understood regarding the ability to locate the caller on a cellular telephone. These limitations and procedures are outline in the following document.

8.4.3 Limitations: There are two specific areas of the technology that will preclude the ability to get the coordinates of the caller and thereby limiting location through this method.

8.4.3.1 Wireless Provider: The wireless provider must be Phase I and Phase II compliant in order for the information to be sent. Most of the current providers are compliant or in the process of becoming compliant, however, this will still affect the ability to locate the caller.

8.4.3.2 The Wireless Telephone: The wireless telephone in use by the caller must be at the appropriate level of technology in order to provide the information. Older wireless telephones may not support the technology required to provide the caller's location. This limitation is under the sole control of the end user and most Wireless Providers will change the equipment but at a cost to the user and this may result in the user not upgrading their wireless equipment therefore preventing the ability to locate them in an emergency through the coordinate method.

8.4.3.3 The Service Level of the Phone: Phones that do not have full service with a Wireless Provider, i.e. 9-1-1 ONLY phones, may not provide coordinates through the tower accessed by the phone during a 9-1-1 call.

8.4.3.4 Connection Status of the Phone: The caller must be on the line at the time the Communication Officer does a "re-bid" or "retransmit" through "RTX" button on the 9-1-1 Phone to get the

coordinates. Once the connection is lost, no further tracking or information can be obtained.

8.4.4 Procedures: The following procedures will be used when receiving 9-1-1 calls from wireless telephones.

8.4.4.1 Early in the call processing of wireless calls to 9-1-1, the Communication Officer will "re-bid" the information provided on the ANI/ALI screen to get the caller's coordinates.

NOTE: *The initial coordinates given on the ANI/ALI screen are the coordinates of the cell tower being accessed by the caller, not the caller's coordinates.*

8.4.4.2 Note the information as required: On any call where the caller's location may be an issue of concern; where it is difficult to get a clear location of the caller; or when the caller is making threats or actions contrary to law, the Call Taker will ensure the "re-bid" of the call is completed during the call and then note the information provided regarding the following:

- Cell Tower #
- Cell Tower Location: (Address)
- Sector of the Cell Tower: (Normally this will say SW Sector, NW Sector, etc.)
- Wireless Provider
- Wireless Phone Number: (Located in the "Exact" field or labeled "ALT" in the notes section.
- Coordinates of the tower.
- Coordinates of the caller if different than the tower.
- Any other information that would assist in identifying or locating the caller.

8.4.4.3 Coordinates: When noting coordinates include any negative "--signs with the coordinates as well as all decimal places. When searching as outlined below include any negative "--signs with the coordinates as well as all decimal places.

8.4.4.4 Locate the coordinates (X/Y Program): Use the X/Y Program set up by the Information Technology Department on the EMS and Fire2 Consoles. The instructions for using this program are attached to this SOP. If this program fails to work, follow the instructions for Map Quest®.

8.4.4.5 Map Quest®: Using Internet access on the Lieutenant's or Sergeants console access Map Quest® through the "Favorites" menu option.

8.4.4.6 Enter the X/Y Coordinates in the "decimal" section.

8.4.4.7 Click “Get Map” or depress the “Enter” key.

8.4.4.8 Once the map is displayed you can zoom in or out as needed using the options on the right side of the map.

8.4.4.9 The map can be printed using the red print option just above the map. A preview map will be shown and can be printed by clicking the “send to printer button” above the map.

8.4.5 General Guideline: All employees are to make a concerted effort to ensure any caller to 9-1-1 is located.

8.4.6 Any new methods established for locating callers will be established in the form of a revision of this procedure.

8.5 Emergency Dispatch Protocol Implementation Policy

8.5.1 The 9-1-1 call taking and dispatch for assistance will be provided in a standardized manner following approved Priority Dispatch System (PDS) protocols for 9-1-1 caller interrogation, determination of appropriate response configurations and modes, and provision of post dispatch and pre-arrival instructions.

8.5.2 To provide all Communication Officers with the necessary tools and skills relating to the safe and effective provision of Emergency Dispatch services. To include interrogation of the caller; sending appropriate response; providing telephone assistance; and communicating necessary information to Public Safety Responder personnel and other responders.

8.5.3 These policies regarding the implementation of the Priority Dispatch System will be adhered to in its exact format. The procedures are set out in detail and must be followed precisely for the safety of all persons, as well as for liability purposes.

8.5.4 Implementation of Program: Priority Dispatch Systems Protocols is a flip chart card system, with related software, containing

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protocols for Emergency Dispatch and will be provided for each console at the Augusta 9-1-1 Communications Center.

8.5.4.1 This protocol system provides standardized essential questions, post-dispatch instructions, pre-arrival instructions and response-based codes.

8.5.4.1.1 *The protocol file shall be kept on each dispatch console at all times.*

8.5.4.2 The Priority Dispatch protocols have been approved by the Director and Medical Director of the Augusta 9-1-1 Center and have been adopted by the Augusta 9-1-1 Steering Committee and the Augusta-Richmond County Commission as the standard for this center.

8.5.4.2.1 *The Priority Dispatch protocols shall be followed on all incoming calls. It is important not to alter any information on the protocols as it may cause an unfavorable result.*

8.5.5 Interrogation: In addition to the 9-1-1 call answering policy outlined for call processing, the Communication Officer will always ask the following questions of the caller:

- What is the problem tell me exactly what happened? (The Chief Complaint)
- How old is the person? (approximate if necessary) (Medical Calls)
- Is s/he conscious? (Medical Calls)
- Is s/he breathing? (Medical Calls)

8.5.5.1 All attempts to obtain Case Entry and Key Question information from the caller will be made by use of good communication techniques and reading the questions exactly as written in the protocol.

8.5.5.2 If the initial pre-structured question is not understood, or the caller does not initially provide an appropriate answer, the Communication Officer may rephrase the question in an appropriately clarified form.

8.5.5.3 Questions may only be omitted if the answer is obvious or has already been clearly provided. Questions that relate to the priority symptoms of altered level of consciousness, breathing problems, chest pain, and severe bleeding MUST be asked in every occasion in which they appear.

8.5.5.4 Communication Officers may alter the "she/he" portion of the question to "you" in the event the caller is the patient (that is, for first party calls).

8.5.5.5 Status of consciousness, including "alertness" and "ability to talk" may be inferred as obvious when the caller is a patient of a medical call.

8.5.5.6 Always use the Language Line System if the caller does not speak English. This gives a traceable, translated record for documentation.

8.5.5.7 Response Configurations and Modes: The PDS interrogation protocols will be used to select and enter the determinant codes in the PDS field of the CAD system.

8.5.6 Relay of Information to Responding Units: The following shall be regarded as the minimum information to be passed to responding personnel upon dispatch.

- The location of the incident
- The chief complaint
- The age of the patient (Medical Calls)
- The PDS determinant code (Medical Calls)
- The status of consciousness (Medical Calls)
- The status of breathing (Medical Calls)

8.5.7 Due to the important nature of the information, under normal working conditions, Communication Officers will relay the answers obtained to 'Key questions' to all Responders. This is to include positive, negative, and unknown responses.

8.5.8 Any additional information that becomes available to Communication Officers after responders have been mobilized, but before their arrival on the scene, will be given to responding units. Additional information may be received during administration of post-dispatch instructions (PDI's) and pre-arrival instructions (PAIs), or after a second call has been received.

8.5.9 Post-Dispatch Instructions (PDI): The Communication Officer will refer to the post-dispatch instruction list for the selected chief complaint after the dispatch of responding units has been initiated. The Communication Officer giving PDIs will follow the protocol, giving instructions appropriate to each individual call, and avoiding free-lance information unless it enhances and does not replace the written protocol.

8.5.9.1 PDIs will be provided to the caller whenever possible and appropriate to do so. If there are unanswered 9-1 -1 calls, Communication Officer MUST apply the "emergency rule" and suspend the provision of PDIs to callers at that time. This procedure is necessary to ensure that 9-1-1 calls are answered as soon as possible. Call takers should suspend the call and advise the caller to call back if the patient's condition changes. Should a duplicate call be received by the Communications Center, the Call Taker will initiate case entry protocol and follow with PDIs as indicated.

8.5.9.2 Whenever possible, the Communication Officer receiving the call will provide the PDIs, as opposed to transferring the call. (See Policy regarding High Priority Dispatch Chapter XX Section XX)

8.5.10 Pre-Arrival Instructions: Pre-arrival instructions (PAIs) will be provided directly from the scripted text listed on each PAI panel logic protocol script. The Communication Officer giving PAIs will follow the script, avoiding free-lance information.

8.5.10.1 PAIs will be provided to the caller whenever possible and appropriate to do so.

8.5.10.2 The 'Emergency Rule' will not apply in life threatening situations, such as cardiac/respiratory arrest, choking, and childbirth. In these instances, Communication Officer will stay on the telephone and provide PAIs to the caller until a unit arrives.

8.5.11 Case Entry Compliance Policy Statement: After location and call back number have been obtained and verified on every case, each Communication Officer answering a request for Service via 9-1-1 shall ask for and attempt to obtain all case entry-level information. It is the intent of this policy that the case entry-level protocol shall be followed 100% of the time, with the exception of third-party calls. The purpose of this policy is to ensure proper case entry procedure and to affect an increase in protocol compliance. This will lead to more accurate coding of calls, provision of the correct pre-arrival and post-dispatch instructions and unit response configuration and mode assignments.

8.5.11.1 The case entry questions shall be asked by the Communication Officer in order and phrased as shown below, to obtain the following information:

- What is the problem tell me exactly what happened? (Chief Complaint)
- How old is the person? (Approximate age) (Medical Calls)
- Is s/he conscious? (Medical Calls)
- Is s/he breathing? (Medical Calls)

8.5.11.2 Communication Officers will not assume the existence or absence of any case entry-level information based on background noise or other factors that may give the impression of the nature of the call or condition of persons needing a medical response. Communication Officers shall not ask "is s/he alert" with the assumption that if the caller says, "yes" that they have accurate information regarding status of consciousness and breathing. This is an incorrect application of the protocol and can lead to serious errors.

8.5.11.3 It is recognized that a minority of callers may refuse or be unable to provide the answers to case entry questions. Communication Officers will not be held accountable for this provided a reasonable attempt has been made to ask these questions initially.

8.5.12 Language Translation Policy: Call receiving and dispatch for assistance shall be provided in a standardized manner following approved Priority Dispatch Systems (PDS) protocol scripts for 9-1-1 caller interrogation and provision of post dispatch and pre-arrival instructions, regardless of the language used by the caller.

8.5.12.1 Use of the Language Line Services is mandatory when the caller does not speak American English. If the Language Line Services line is not functioning, and the caller is unable to understand or converse in English, then the Communication Officer must make every reasonable effort to obtain the minimum information necessary to begin a dispatch to the victim's location.

8.5.12.2 In the event, the Language Line Services line is not functioning and Communication Officer has the appropriate language skills, the Communication Officer may translate the protocols into another language. However, any translation made must result in a precise translation of the meaning, tense, and phrasing of the American English language version of the PDS.

8.6 Answering 9-1-1 Calls

8.6.1 This policy will provide Communication Officers with a standardized

methodology for establishing and maintaining control of the data gathering and interrogation process during the receipt of 9-1-1 calls. Communication Officers are expected to accurately gather all appropriate information and to give PDIs and PAIs when possible, appropriate, and necessary.

8.6.2 Initial Receipt of a 9-1-1 Call: "Augusta 9-1-1, what is the exact location of your emergency?" (Have the caller repeat the address for confirmation and check it against the CAD). If they do not match, say, "Can you repeat that address back to me so that I can be sure I've got it right?" (Do not repeat the address back to the caller always have them repeat it to you.) If the address still does not match, ask them, "That is not the address you originally gave me, could you repeat it once more please?" it is your responsibility to be sure they match.

8.6.3 "What telephone number are you calling from?" As the caller gives you the number, actively compare it to the number on the ANI/ALI Display or CAD Screen. If the numbers match, you may accept this as confirmation. If the numbers do not match, say to the caller, "For verification, would you repeat the number please?" (Do not repeat the number back to the caller; always have them repeat it to you.) If the number still does not match, ask them, "That is not the number you originally gave me, could you repeat it once more please?" it is your responsibility to be sure they match.

8.6.4 "What is the problem tell me exactly what happened?" or "Tell me exactly what happened."

8.6.4.1 If the caller starts to give a long history, rephrase and repeat the question as "What's the problem now? What's happening now?"

8.6.4.2 If the caller's response does not enable selection of a Chief Complaint, seek clarification of the chief complaint, if possible.

8.6.4.3 If unable to identify the correct Chief Complaint protocol, select the appropriate "unknown"

or "third party" protocol for the discipline that will respond to the call. (Fire, Police or EMS)

8.6.5 Ask the remaining questions on the Case Entry card in the correct order.

8.6.6 Politely but firmly, focus the caller on answering all questions as asked. Do not allow callers to offer additional information until they have answered all scripted questions. If callers lose their focus and do not concentrate on answering questions asked, say "Sir/Madam, I need you to answer this question so that I can get help to you as quickly as possible." Repeat this as often as necessary using exactly the same phrasing.

8.7 Chief Complaint Protocols

NOTE: *At this point the call can be dropped in the CAD using the QENT or IQ Command.*

8.7.1 Go to the appropriate Chief Complaint protocol after gathering all Case Entry information.

8.7.2 Say to the caller "We are getting help on the way, please stay on the line; I need to ask you a few more questions."

8.7.3 Ask all of the Key Questions in the order they appear on the card following the script.

8.7.4 Politely but firmly, focus the caller on answering all questions in order. Do not allow callers to offer additional information until they have answered all scripted questions. If callers lose their focus and do not concentrate on answering questions as asked, say "Sir/Madam I need you to answer this question so that I can help you." Repeat this as often as necessary using exactly the same phrasing.

8.8 Distressed, Hysterical, Aggressive, and Abusive Callers

8.8.1 It is recognized that callers who fall into these categories represent a great challenge to the Communication Officer.

However, all of these callers (especially those who are aggressive or abusive) behave in this way because they are frightened and feel that they have no control of the situation. The following techniques will help to calm them but require a very professional demeanor from the Communication Officer. Do not let the caller affect the way the call is handled.

8.8.2 Remain calm and courteous at all times, regardless of how the caller behaves, or what is said or done.

8.8.3 Keep your voice level and even at all times. Do not shout at the caller, or even raise your voice, unless necessary to get their attention.

8.8.3.1 Never display irritation with the caller.

8.8.3.2 Never threaten the caller.

8.8.4 Give an explanation with a reason for everything you do or ask the caller to do. For instance, explain that you are asking key questions so that you can get help on the way to them.

8.8.5 Let them know that help is on the way as often as is necessary.

8.8.6 Use the first name of children. This may also be a helpful technique for hysterical adults.

8.8.7 Use "repetitive persistence." This works for many abusive and aggressive callers as well as those who are hysterical. Give the caller an action, followed by a reason for complying with this action. Repeat this, using exactly the same phrasing, and in a calm level voice, as often as is necessary until the caller listens and cooperates. Be prepared to use this technique more than once.

8.8.8 Use "positive ambiguity". Do not lie to the caller, even if motivated by kindness. Do not make promises that are not within your ability to keep. Examples follow:

8.8.8.1 The caller asks "How long will it be?" You should reply "Help is on the way. They will be with you as soon as possible." Do not give an exact time of arrival.

8.8.8.2 The caller asks, "The patient is going to be all right, isn't s/he?" You should reply "Everyone will do the best they can to help."

8.8.8.3 The caller asks, "Will this save him/her?" You should reply "This will help give him/her the best possible chance."

8.8.8.4 Give the caller firm but gentle encouragement. If the caller says "Nothing's working!" say, "Don't give up. You have to keep doing it. This will keep him/her going until help arrives."

8.8.9 If a hysterical caller still cannot be calmed, ask if there is someone else you can speak to. This should only be used as a last resort, as you will no longer be in a position to calm the caller.

8.8.10 Always use repetitive persistence, positive ambiguity, and a calm, reassuring, professional demeanor.

8.9 Pre-Arrival Instructions

8.9.1 Do not ask permission to give pre-arrival instructions. Do not say "Would you like me to tell you how to do CPR."

8.9.2 If the caller refuses to follow PAIs, say, "Help is on its way, but it is important to give the patient the best possible chance until it arrives." Repeat as necessary.

8.9.3 If the caller stills refuses to administer aid, ask if there is someone else you can speak to. Remember this is your last resort, attempt to calm this caller first!

8.10 Third Party Calls

8.10.1 Do not assume that third party callers know nothing, even if they say they know nothing.

8.10.2 Always ask all Case Entry and Key Questions.

8.10.3 Always ask the caller if they will go back to the scene to render aid. If they agree, give PDI's and PAI's as possible, appropriate, and necessary.

8.11 Useful Phrases to Remember

8.11.1 First Contact with Caller:

"AUGUSTA 9-1-1, what is the exact location of the emergency?"

8.11.2 CONFIRMING THE ADDRESS:

"Can **you** repeat that address back to me so that I can be sure I've got it right?"

"That is not the address you originally gave me. Could you repeat it once more, please?"

8.11.3 Confirming the Call-Back Number:

"What telephone number can I call you back on, if necessary?"

"That is not the same as the number given to me by the operator. Could you repeat it once more, please?"

8.11.4 Case Entry

"What's the problem tell me exactly what happened?"

"What's the problem now? What's happening now?"

"Sir/Madam I need you to answer this question so that I can get help to you as quickly as possible."

8.11.5 Key Questions

"Sir/Madam I need you to answer this question so that I can tell you exactly what to do to help."

"I am getting help on the way, please stay on the line I need to ask you a few more questions so that I can tell you what to do."

8.11.6 Positive Ambiguity

"Fire/Rescue has been advised. They will be with you as soon as possible."

"Everyone will do the best they can to help."

"This will help give him/her the best possible chance."

8.11.7 Encouragement to Follow Instructions

"Don't give up. You have to keep doing it. This will keep him/her going until help arrives."

8.11.8 PAI's

"Help is on its way, but this is important to give the patient the best possible chance until it arrives."

8.12 Obvious Death Policy

8.12.1 The following defines the meaning of the term "obvious death" for dispatch purposes and provides a protocol to be followed by Communication Officer in the event they identify a patient as being a victim of "obvious death." It also defines the actions to be taken in the event that the caller identifies the patient as having signed a "Living Will" or is subject to a "Do not resuscitate" order.

8.12.2 Obvious Death Definition for Dispatch Purposes: is defined as meaning that a patient's condition can be identified, as the sole result of information being provided by a 9-1-1 caller and without doubt or fear of error, as being incompatible with life. This information would in turn indicate that it would be inappropriate for Communication Officer to offer pre-arrival instructions.

8.12.3 The Medical Director has agreed that the following conditions may be considered by emergency medical dispatchers to constitute "Obvious Death" in the event that the patient is confirmed as being both without pulse and not breathing and at least one of the following eight conditions is unquestionable:

- Decapitation
- Explosive gunshot wound to the head
- Decomposition
- Non-recent traumatic death (confirmed as being greater than six hours, with rigor mortis or lividity present) Cold and Stiff in a warm environment.
- Non-recent expected death (confirmed as being greater than six hours, with rigor mortis, or lividity present)

- Severe injuries obviously incompatible with life (massive crush injury)
- Incineration
- Submersion (confirmed as being greater than six hours)

8.12.4 The Communication Officer must be sure that the presence of at least one of the above eight conditions is unquestionable.

8.12.5 Communication Officer will not routinely question callers about the presence or absence of the above listed conditions. Communication Officer will only attempt to identify the existence of these conditions in the event that the caller suggests that the patient is not salvageable.

8.12.6 Action in the Event of Identification of Unquestionable "Obvious Death"

8.12.6.1 Re-code the call as 9-1-1, and inform all responders of your reason for doing so.

8.12.6.2 Do not provide Pal's.

8.12.6.3 If possible, keep the caller on the line and provide emotional support until the first of the responding units arrive on the scene.

8.12.7 If none of the conditions listed above are present, the Communication Officer must provide CPR pre-arrival instructions as per protocol.

8.12.8 Living Wills and Do Not Resuscitate Orders: If the caller identifies that the patient has signed a Living Will or is subject to a "Do Not resuscitate" order, the Communication Officer must still provide pre-arrival instructions as per protocol. This is to avoid CPR instructions being withheld in the event that the caller is in error about the presence of such an order or document.

8.13 Refusal by Caller to Act on Pre-Arrival Instructions

8.13.1 It is not the responsibility of the Communication Officer to attempt to force callers to participate in actions against that individual's will.

8.13.2 Do not ask permission to give pre-arrival instructions. Do not say "Would you like me to tell you how to do CPR?"

8.13.3 If the caller refuses to follow PAI's, say "Help is being sent, but this is important to give the patient the best possible chance until it arrives." Repeat as necessary.

8.13.4 If the caller stills refuses to administer aid, ask if there is someone else you can speak to.

8.13.5 If no one else is available, attempt to keep the caller on the line and provide emotional support. Make it clear that if you change their mind about providing patient care, you will tell them exactly what to do.

8.13.6 If the caller stated the patient is subject to a "Do Not Resuscitate Order" (DNR), tell the caller to have the order ready to present to the medical personnel upon their arrival.

8.13.7 Remain polite and courteous at all times.

8.14 Law Enforcement

8.14.1 Protocols provide standardization in acquiring the necessary information to provide for scene safety, caller safety, the public safety responders' safety and suspect safety. It also provides a standard method for obtaining descriptive information for victims, suspects and vehicles as well as the possible involvement of weapons. Protocols are aids to the Communication Officer in ensuring all appropriate information is obtained and available for the public safety responders. Policies established in this document apply to Fire and EMS disciplines as appropriate.

8.14.2 DEFINITIONS: The following definitions, in conjunction with previous definitions already established, are provided to assist in the use of protocols.

8.14.2.1 Cold Call – The level of caller interrogation needed for any report of a crime, or request for a law

enforcement presence where the event meets the definition of a Past Event and when, by the caller's assessment, it is determined there is no suspect at or near the scene.

8.14.2.2 Past Event – Any call that has occurred more the 15 minutes prior to contacting the Center.

8.14.2.3 Hot Call – The level of caller interrogation needed for any report of a crime, or request for a law enforcement presence where the immediate dispatch of a public safety responder is essential to protect life and property or to apprehend a suspect.

8.14.2.4 Just Occurred – The level of caller interrogation needed for any call that has happened within 15) minutes of the caller calling but has not reached the level of a Hot Call and it has been determined no suspect is on the scene.

8.14.2.5 Scene Safety Information – Information that is obtained and passed along to the public safety responder that ensures the protection of evidence, property, callers, victims, suspects and public safety responders.

8.14.2.6 Administrative Calls – Any call that is for the purpose of contacting a public safety responder; providing information to a public safety responder; or other general information requests that do not fall within an identifiable service category.

8.14.2.7 Alarms – Activation of home and business monitoring equipment designed to alert a response from public safety for Robbery, Burglary, Fire, or other intrusion that could be a crime in progress.

8.14.2.8 Emergency Call – Any call received through any of the incoming lines of the Center where the caller is reporting an incident that would require the dispatch of a fire, law enforcement or medical response. These calls could be received via administrative (7 digit numbers) or via the 9-1-1 lines.

8.14.2.9 Normal Call – Any call received through any of the incoming lines of the Center where the Caller is requesting assistance and that may or may not require the dispatch of a public safety responder. These types of calls could involve the simple delivery of a message or the referral of the caller to another source to provide the assistance needed.

8.14.2.10 Safety Matrix – The line of priority regarding protection of life and property as it relates to all persons involved in a specific request for a public safety response. Establishes the order of care as it relates to all persons affected.

8.14.3 Identifying Past Events or Cold Calls. When interrogating the caller the Call Taker must identify early in the interrogation if there

is a need to handle the call as a Just Occurred or Hot Call or if the event occurred sufficiently in the past that it would be classified as a Cold Call. While the definition of a Cold Call states an event that has occurred fifteen or more minutes prior to the call, other factors must also be considered in determining the level of the call.

8.14.3.1 If at any time during the interrogation the caller's safety is in question, the call will be handled as a Hot Call and all procedures and protocols will be followed.

8.14.3.2 In any situation where the suspect(s) is still in the area, believed to be in the area or it is unclear if the suspect is in the area will be handled as a Hot Call.

8.14.3.3 Any call that would be normally handled as a Cold Call can be handled as Just Occurred or as a Hot Call if at any time the Communication Officer taking the call believes it is in the best interest of the caller, the victim, the public safety responder or the suspect to upgrade the level of interrogation.

8.14.4 To assist in determining and identifying Emergency and Non Emergency calls the following information is provided. Any Non Emergency (Normal) call received on the 9-1-1 phone lines can be referred to the main administrative number in a professional and courteous manner prior to providing assistance. Any call type not identified as "emergency" will not require the use of protocols.

- Delivery of information or messages to public safety responders – Normal.
- Alarms – Emergency
- Citizen inquires for jail information, deputies other departments – Normal
- Citizen inquires requiring a follow-up response by public safety – Normal
- General phone calls obviously of a non emergency nature – Normal
- Citizen requests for a medical response – Emergency
- Citizen requests for a law enforcement response – Emergency
- Citizen requests for a fire response – Emergency.

8.14.4.1 Any call where the call taker is unsure of the methodology needed for handling the call will require the use of protocols.

8.14.5 Safety Matrix as defined refers to the order that individual safety concerns must be addressed. All response situations require safety considerations; however this outlines the order in which those considerations will be addressed.

8.14.5.1 The caller's safety and the safety of innocent bystanders present is always the first priority. The considerations are for their safety, general scene safety and preservation of evidence of the event in that order.

8.14.5.2 The public safety responder's safety is second only to the caller's and bystanders' safety.

8.14.5.3 Through the proper use of protocols the information needed to assist the public safety responder in ensuring their safety will be obtained. This information must be transmitted to the responder so they can properly prepare for the call and make a safe approach. Failure to provide the information will jeopardize the safety of the responder, can easily endanger the caller and bystanders, and even be the proximate cause of undue injury to the suspect.

8.14.5.4 The safety of the suspect is the final level within the Safety Matrix and the proper use of protocols and delivery of the information to responders will assist in providing this level of safety.

8.14.6 Call processing time from case entry (address, phone number, caller's name and nature of problem) can be critical in the delivery of the public safety response. The following guidelines are provided to assist the call taker in determining the point at which the call must be dropped to ensure this response. It is understood that the time frame can be affected by caller cooperation, caller state of mind, caller language or other external factors the call taker must control.

8.14.6.1 Hot Calls where there is an immediate threat to life or property will be entered and dispatched within sixty (60) seconds of call pickup. These calls would normally be coded Delta or Echo level responses. It is understood that the specific protocols (108 and 109) regarding bombs, suspicious packages and bomb threats constitute a special level of interrogation that may result in a longer "receive to dispatch" time. These two protocols require special acquisition of information for the public safety responder to ensure their ability to safely arrive, deal with and clear the scene and priority must be given to the obtaining of this information.

8.14.6.1.1 *As stated in other policies the call taker has the responsibility to make sure that the dispatcher is aware of the call and the urgency of the dispatch.*

8.14.6.1.2 *Additional information will be obtained once the call is entered, and this action will be done using the "QENT", "E" or F4 command of the Computer Aided Dispatch System. As this information is obtained it will be passed on to the public safety responders.*

8.14.6.1.3 *The dispatcher will dispatch the call and ensure the responder(s) are notified that additional information is being obtained and will be transmitted once obtained.*

8.14.6.2 Just Occurred calls with no immediate threat to life or property will be entered and dispatched within three (3) minutes of Case Entry identification. It will normally be entered in the system once the dispatch determinants have been identified after Key Questions.

8.14.6.3 Cold Calls or Past Events will be dispatched within six (6) minutes of Case Entry identification and will be entered in the system once the dispatch determinants have been identified after Key Questions.

8.14.6.4 Normal activity such as delivering messages, phone numbers or other information to responders will be done within a reasonable time and will be determined by the level of activity within the Center and on the radio talk groups.

8.14.7 Emergency Rule: As stated in other policies and procedures the Emergency Rule is in effect anytime a Shift Supervisor identifies activity within the Center to be at such a level as to constitute a need to provide quick disconnect ability. Calls that would be considered "Hot Calls" will not be subject to the quick disconnect since the safety of persons at the scene or responding to the scene must be addressed. Quick disconnect provides for early call termination but not the failure to obtain proper and adequate information through the use of protocols.

8.15 Protocol Application to current Policy and Procedures

8.15.1 Existing policies and procedures have been established prior to protocol implementation and specific reference to these procedures, and any enhancements, are hereby established for purposes of this policy.

8.15.1.1 Bomb Threats – Current policy outlines specific instructions regarding interrogation and documentation related to bomb threats. The information to be obtained is included within the protocol questions shown on Protocol 109 as well as the descriptor information on the Additional Information protocol. This policy hereby substitutes the wording in Section 8.17, with the wording on Protocol 109 and mandates that all information obtained through proper use of this protocol will be included in the documentation of the call with the CAD System.

8.15.1.2 Adult or Child Calls – The definition of child as it relates to protocols is: Any person under the age of 17. The definition of adult as it relates to this protocol is: Any person 17 and over. (The day before a person's 17th birthday that person would be classified a child, the day of their birthday or any time after they would be classified as an adult.) This definition applies to any protocol that has child/adult classifications and specifically Protocol 106 and 123.

8.15.2 Specific Protocol Amendments – There are specific situations covered by protocols that do not apply to the delivery of service as accomplished by the Augusta 9-1-1 Center, as required by the Richmond County Sheriff's Office or as approved by the Augusta 9-1-1 Center Medical Director. The following exceptions are noted in the use of the protocols as shown below.

8.15.2.1 Critical Dispatch Instructions – Instructions to perform a computer check are not applicable to this department on any protocol.

8.15.2.2 Protocol 106 – Pursuant to the Official Code of Georgia, in cases of sexual assault (child or adult) Key Question 5 will not be asked, it is to be deemed inappropriate.

8.15.2.3 Protocol 108 – Caller evacuation will be left to the Incident Commander of the call except in the event the caller is at a residence. Callers calling from a residence will be given instructions located on Protocol CCI (Critical Caller Instructions) and directed to go to another area and wait for the public safety responders.

8.15.2.4 Protocol 109 – Evacuations will be handled as outlined above.

8.15.2.5 Protocol 110 – Key Question 13 will not be asked. On a Cold Call, after Case Entry Questions (1-5a), there are no Key Questions so the call taker will drop the call in the CAD, and go directly to PDI's and DLS.

8.15.2.6 Protocol 112 – All Deceased Person calls will be handled by using Medical Protocol Chief Complaint 9.

8.15.2.7 Protocol 126 – Question 6a “How much money was taken?” will not be asked, however, 6i, 6ii & 6iii will be asked since these questions provide additional descriptor information that could assist in locating the suspect.

8.15.2.8 Protocol 128 – This chief complaint will not be used since the caller will be referred to the Sheriff’s Office Records Bureau. Persons who call on the 9-1-1 lines for supplemental purposes will be referred to the Administrative lines pursuant to Section 5 of this policy.

8.15.2.9 Protocol 129 – This chief complaint will not be used for Wanted Persons since this type of call is referred to the Sheriff’s Office Records Bureau for processing.

8.15.2.10 Protocol 130 – Key Question 5 will not be asked on Cold Calls except in the case of Stolen Vehicles.

8.15.2.11 Protocol 131 – Traffic Accidents where the answer to Case Entry Question 4, “Tell me exactly what happened”, identifies the event as an accident with injuries will be handled on EMD

8.15.2.12 Protocol 131. Accidents where the answer to Key Questions 2, 3, or 4 are “Yes” will be require a shunt to EMD Protocol 29. A “Yes” answer to question 5 “Hazardous Materials” will be sent to fire to receive a fire response.

8.16 Handling of Warrant Checks (Protocol 129)

8.16.1 Wanted persons represent a potential threat to persons and property and as such need a timely response. At the same time, some callers report wanted persons when in fact no legal want or warrant exists. Both circumstances require validation of a legal warrant prior to a law enforcement officer taking action against the suspect. The following procedures will be followed regarding handling of these calls:

8.16.2 Procedures: Upon receiving a call reporting a possible wanted person the Communication Officer taking the call will enter the call into the C.A.D. System using Case Entry Protocol and the POA P incident type.

8.16.2.1 Ask the Key Questions on Protocol 129 beginning with KQ 1.

8.16.2.2 The next key question will be KQ 6, “I need to get the suspects description.

8.16.2.2.1 *A full description will be obtained from the caller, including name, DOB and Social Security Number, if known.*

8.16.2.3 KQ 7 will then be asked and a vehicle description and location obtained if appropriate.

8.16.2.3.1 *The caller will then be given Post Dispatch Instruction “A” and the appropriate Case Exit Protocol.*

8.16.2.4 Upon receipt of the call by the appropriate Precinct Dispatcher, the call will be dispatched and the unit advised that “a warrant has not been confirmed. 3.5. The Communication Officer who received the call will then call the Records Bureau of the Richmond County Sheriffs Office and give the full description of the reported wanted person to the Records Clerk.

8.16.2.4.1 *The Clerk's name will be obtained and noted in the call.*

8.16.2.4.2 *The Communication Officer confirming the warrant will advise the clerk to call back with verification.*

8.16.2.5 Once confirmation has been received regarding the validity of the warrant from the Records Bureau, the responding unit will be notified immediately.

8.16.2.6 In conjunction with the status of the warrant, the name of the Records Clerk who validated the warrant will be given the responding unit.

8.16.2.7 When a warrant is confirmed, the Precinct Dispatcher will advise the responding unit to reconfirm the warrant once the suspect is in custody.

8.16.2.8 In circumstances where a unit arrives on scene prior to confirmation from Records, the Precinct Dispatcher will advise the unit that “Confirmation has not been received at this time.”

8.16.2.9 Under no circumstances will the dispatch of the call to a location reporting a wanted person be held pending confirmation.

8.17 Complainant Documentation

8.17.1 The following procedures will be followed regarding law enforcement complainants:

8.17.1.1 A complainant’s name and telephone number will be obtained. If the caller refuses, “REFUSED” will be entered in the caller field.

8.17.1.2 The caller will be asked if they wish to speak to a deputy or wish to see a deputy. If the caller says no, "NO COMP" will be entered in the narrative field.

8.17.1.3 Descriptions of persons and vehicles will be obtained.

8.17.1.4 In cases where the caller's name and telephone number are obtained and the caller wishes to remain anonymous, the information will be entered in the call and "**DO NOT CONTACT**" will be entered in the narrative. Communication Officers will not give out this information under any circumstances, except to supervisory personnel of the Center.

8.18 Notification of the Sheriff (or designee)

8.18.1 The Sheriff (or designee) will be notified as soon as possible by the Communications Center when the following types of incidents occur:

8.18.1.1 Murder;

8.18.1.2 Important fugitive located;

8.18.1.3 A person dead under suspicious circumstances;

8.18.1.4 Kidnapping;

8.18.1.5 Officer killed or fired upon while on duty;

8.18.1.6 Officer shoots someone;

8.18.1.7 Involvement of SWAT in hostage or barricaded suspect incident;

8.18.1.8 Major arrests (involving prominent person or large numbers);

8.18.1.9 Major fires; and,

8.18.1.10 Any case where there is great public interest.

8.19 Taking and Receiving Messages

8.19.1 This policy covers the taking and receiving of messages for Public Safety Responders and emergency messages intended for citizens.

8.19.2 Emergency Messages for Citizens - (to include notification of next of kin of deceased, seriously injured, or seriously ill persons) Take down all information relevant to the situation and contact the Road Supervisor for direction in getting an officer to deliver the

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message. It is the policy of the Richmond County Sheriff's Office that officers will make every effort to locate citizens for the purpose of delivering emergency messages.

8.19.3 Notifications as to serious injury or illness: If a request by an officer is made regarding delivery of injury messages, it may be made via telephone. Communication Officers making these notifications should refrain from stating the exact nature of the injury and simply state that the person has been injured as a result of an accident or other incident, and direct that person to the proper medical facility.

8.19.4 Messages for Officers - Messages will ONLY be taken for an immediate family member needing to contact on-duty personnel and persons attempting to contact the employee for professional reasons. Friends or acquaintances calling for personal reasons or persons calling for financial collections will be told that we do not take those messages and will be told to contact the individual by other means.

8.19.5 Rerouting Emergency Calls - When a call is received by this Department and is intended for another agency, the caller will be directed to telephone the appropriate agency. If the call is an emergency, however, the person receiving the call will take the information from the caller and forward that to the appropriate agency. Care will be taken to ensure the caller is connected with the agency prior to disconnecting.

8.20 Procuring Outside Services

8.21 The following Public Service agencies are immediately available through the Communications Center:

- The Richmond County Sheriff's Office
- The Augusta Fire Department
- The Richmond County Marshall's Department
- The Hephzibah Police and Fire Departments

- The Blythe Police Department
- Other services that may be needed are listed as follows:
- U. S. Army Provost Marshall (MP'S).....791-2681
- Columbia County Sheriff's Office.....541-2800
- Aiken County Sheriff's Office.....803-648-6811
- North Augusta Department of Public Safety.....803-279-2121
- Dive Team (E.M.A.).....821-1155
- HazMat Team.....1-800-424-9300
- F. B. I.722-3702
- G. B. I.721-3307
- Georgia State Patrol.....721-4096
- Crime Lab.....792-7700
- Juvenile Intake pager.....723-5475
- Coroner (go through the Shift Supervisor.)
- Public Works Dept.....790-7062
- Water Works.....842-3050 / 842-3060
- Georgia Power Co.....888-891-0938
- The Richmond County Board of Education Department of Public Safety.....826-1133

NOTE: Other telephone numbers and information may be located in the rolodex file of the CAD by using the "RCF" command.

8.22 Handling Victim/Witness Services

8.22.1 When a communication officer or any other member of this Department encounters a person in need of services outside the scope of those provided, every effort will be made to refer that person to the agency which could best handle that person's needs.

8.23 Communicating With Other Agencies

8.23.1 Agencies outside the immediate area may not use the same radio codes as this Department. In communicating with outside agencies or their representatives, it is recommended that plain English be used in information. All communications with

outside agencies will be conducted in a courteous and professional manner.

CHAPTER 9 - Radio Procedures

9.1 Base Station Requirements

9.1.1 Communication officers are governed by the rules, policies, and procedures of their respective departments (Sheriff's Office and Fire Department, Emergency Medical Service Provider, etc.), as well as by the Rules and Regulations of the FCC.

9.1.2 A communication officer employed by a public safety department/agency is not required to be licensed by the FCC, but must understand that their department is responsible to the FCC for all communications activities.

9.1.3 A communication officer, whether or not licensed, has the right to protect themselves concerning their communication activities. In so doing, they have the duty to advise their supervisor of any message that they have been requested to perform, which in their considered opinion may reasonably cause a violation of the Rules and Regulations of the FCC. Such advice should be pre-offered with the tact and respect due a supervisor.

9.1.4 If, in such an instance as noted above, the officer is again requested to perform the act by the supervisor, then the officer should immediately perform that act. The communication officer should make a written report of the incident, containing their pertinent and relative comments, for the attention of the department head.

9.1.5 The licensees (communication officers) are required to have full and exclusive control of the system equipment for which he or she is responsible, at all times.

9.1.6 An inspector of the FCC has the right to inspect the licensee's equipment and records at any reasonable hour. Communication officers will require any

person stating they are a FCC inspector to show their credentials before making any equipment or records available.

9.2 Base Station Radio Techniques

9.2.1 Augusta 9-1-1 radio base stations are licensed primarily to intercommunicate with mobile/field units, and secondarily, licensed to intercommunicate with other public safety departments/agencies.

9.2.2 The Augusta 9-1-1 radio system is to dispatch messages and related information pertaining to the official business of its licensed public safety function, to and between, the base and the mobile/field units. The departments served by the Augusta 9-1-1 are known as the "User" or licensee, for FCC purposes.

9.2.2.1 The preceding statement should cause all base station operators to be urgently aware of the importance of their position, and to know that the proper discharge of their duties can only be accomplished by monitoring their position. An operator must operate, no more, no less!

9.2.2.2 The foundation of a good communication officer rests upon reliability and promptness. The simplicity of this statement is disarming when put into practice. Only an experienced communication officer can meet the rigid demands of "reliability and promptness."

9.2.2.3 Reliability should never be sacrificed for speed, yet speed is of equal importance. Learning and applying the techniques in this manual will help to improve both speed and reliability.

9.2.3 Communication officers must be familiar with all stations monitored by Augusta 9-1-1. The officer should know the talk group name and locations of each station.

9.2.4 Communication officers must listen to the radio traffic before keying the transmitter in order to not cause interference. Never call a station or unit while another station or unit is working. Be courteous.

9.2.5 All communication officers must familiarize themselves with Augusta-

Richmond County. All major roads and landmarks should be learned.

9.2.6 Communication officers will not leave their operating position without advising their co-worker(s) and Shift Supervisor or Assistant Shift Supervisor as to why they are leaving. Do not spend unnecessary time away from your operating position. Stay on the job!

9.2.7 Courtesy can be more aptly expressed by the tone of voice and manner of presentation than by words. Eliminate all unnecessary talking. Never say “thank you” or “please.”

9.2.8 Words or voice inflections which, when broadcast, reflect or indicate irritation, disgust or sarcasm must not be used.

9.2.9 Be absolutely impersonal while on the air. Avoid the egotistical “I.” Concentrate on third person language.

9.2.10 Avoid familiarity. Use proper names, titles, or patrol unit designators.

9.2.11 Time on the air is a priceless commodity. Never forget that Augusta 9-1-1's radio licenses are not a bill of sale for the frequencies on which we operate. It is, rather, public notification that a federal regulatory body has allowed or “permitted” our agency to “use” a particular frequency for a specific period of time. Continued and knowledgeable rule violations can result in the privilege being revoked. Unnecessary time on the air is a senseless waste of a valuable public resource.

9.2.12 A communication officer's voice should give the distinct impression that he or she is alert and ready for any contingency. The reply to a call must be immediate and decisive. Nothing imparts confidence as does an operator whose voice is impersonal, clear, instant, and completely ready to serve. Nothing destroys confidence as does a voice that conveys the weary impression of “What the heck do you want?”, or that implies that it

took all of your strength to push the transmit button.

9.2.13 Study and think about the construction of a message before transmitting it. If necessary, write it down on paper, and then cut it down to telegram brevity.

9.2.14 Under no circumstances allow a calling station to go unanswered. Give a “stand by” if necessary, but at least answer the call.

9.2.15 Use the term or 10 codes for “stand by” during busy traffic times. If you have asked a station or unit to stand by, call the unit back as soon as possible. To do otherwise is a breach of operating procedures.

9.2.16 Don't take time to explain why a “stand by” response is necessary. The receiving station should honor this without question. Any long, drawn out explanation only causes useless radio traffic and a delay in the system.

- Think before you transmit.
- Know what you want to say.
- Depress the microphone button and pause before talking.
- Speak clearly and distinctly.
- Be brief, concise, and impersonal
- Do not mumble, shout, or talk too fast.
- Do not try to talk while someone else is transmitting.

9.3 Call Dispatch Priority

9.3.1 The following is a prioritization list that should be utilized by the communication officer. This list should assist in guiding the communication officer during those times when radio traffic and calls for service become congested. The order begins with highest priority, and continues as follows:

9.3.2 Life and death emergencies;

9.3.3 Structure Fires;

9.3.4 Violent felonies in progress;

9.3.5 Violent misdemeanors in progress;

9.3.6 Other felonies in progress;

9.3.7 Priority 2 Medical

9.3.8 Non-criminal calls relating to injury, present danger or property damage;

9.3.9 Other misdemeanors in progress;

9.3.10 Other crimes not in progress.

9.4 Trouble Locating Caller, Victim or Patient

9.4.1 Purpose: To establish procedures governing location of callers/victims/patients requesting a Public Safety response and specific procedures for locating callers/victims/patients whose location is not known or unclear. It is incumbent on every member of the Public Safety Community to ensure the delivery of the Public Safety Service to those who require that service and to make every effort to ensure they are located in a timely fashion. Upon receiving a call all responders must make every effort to locate the callers/victims/patients based on the information provided by the Communication Center.

9.4.2 Until determined otherwise through these procedures it should be assumed that the callback numbers and location for the callers/victims/patients has been verified according to existing protocols and is accurate.

9.4.3 Until determined otherwise through these procedures it should be assumed that the callers/victims/patients will be found at the location given, or within the immediate area.

9.4.4 Upon arriving on the scene of a call where the location of the callers/victims/patients is not immediately apparent the following procedures will be followed.

9.4.4.1 Immediately notify dispatch the callers/victims/patients have not been located and confirm with the Communication Center the location of the call and any additional information available. (I.e. lot number, apt number, vehicles in area, landmarks, etc.)

9.4.4.2 Upon notification by the responder of the situation the Communication Center will immediately begin callback of the number provided to confirm the callers/victims/patients location. Additional information will be obtained to assist the responders in locating the patient.

- Color of the building or residence where the patient is.
- Vehicles in the yard or around the patient that would assist in locating the patient.
- Advise caller to turn on outside lights or vehicle flashers, regardless of time of day.
- Any other information that will assist the responders in locating the caller and/or patient.
- Any additional information obtained will be transmitted to the responders. It is imperative that it is transmitted verbatim as stated by the caller.

9.4.4.3 If there is no contact on callback, the responders will be notified that no contact can be made, however, the Communication Center will continue to attempt contact with the callers/victims/patients.

9.4.5 Responders attempting to locate callers/victims/patients unsuccessfully will notify their immediate supervisors of the situation and await further instructions pursuant to policies of the responding agencies.

9.4.6 Communication Officers will notify the Shift Supervisor and the Shift Supervisor will:

9.4.6.1 Listen to the original call and any subsequent calls to confirm the location given by the caller with the one given the responders.

9.5 Alarms - General

9.5.1 All alarms will be handled as *In Progress* Incidents.

9.5.2 Repeated false alarms at the same location would allow for a change in response configuration but discretion is advised.

9.5.3 If numerous false alarms involve the same location the on duty Communication Shift Supervisor will be notified, who will report same to the office of the Assistant Director.

9.6 General Radio Procedures for Bad Weather

9.6.1 During bad weather such as a tornado, ice storms, snow, high winds, flooding, etc., the communication officer must make the following preparations:

9.6.1.1 Notify the duty Fire Chief, all Shift Supervisors (*9-1-1, Law Enforcement, EMS*), and EMA Director of the potential or existing hazardous conditions.

9.6.1.2 Transmit any needed radio broadcasts to all on duty units.

9.7 Maintaining GEO, ANI/ALI and Run Card Information

9.7.1 Communication officers are required to report any changes, updates or corrections of the GEO, ANI/ALI and Run Card information to the MSAG Coordinator. All information will be recorded on the appropriate form. Do not take anything for granted.

9.8 Roads/Streets Closed

9.8.1 All information received with respect to road closures is to be recorded in the notes portion of Outlook, to include the following information:

9.8.1.1 The name of street or road and block number

9.8.1.2 Person reporting this information, to include company name

9.8.1.3 Reason for closure

9.8.1.4 Length of time of closure

9.8.1.5 Whether or not access can be gained (for emergency purposes)

9.8.1.6 This information will be immediately relayed to all stations. Notify the relieving communication officer of such closures.

9.8.2 Information received regarding the reopening of a street or road should be recorded, with all stations being notified.

9.9 General Radio Procedures for Shift Change

9.9.1 At the beginning of the shift consult with the communication officer going off shift and obtain the following information:

9.9.1.1 Fire Chief Officer on duty for fire dispatch;

9.9.1.2 Units that are out of service;

9.9.1.3 Review pending and active calls for service;

9.9.1.4 Any communication problems (radio, telephone, etc.)

9.10 Law Enforcement Operations

9.10.1 When dispatching the call, the caller's name will be given to the deputy responding or the deputy will be told "No Complainant" only if there is no complainant.

9.10.1.1 When dispatching the call, descriptions will be given to the deputy or the deputy responding will be told "NOD" only if no description is available. Units exceeding the 15-minute response time will be reported via the case number to the Director of 9-1-1. Failure to report will be a violation.

9.10.1.2 Responses of less than two minutes from arrival to clear will be reported to the Director of 9-1-1.

9.10.1.3 When dispatching locations, include the full address to include:

- Business Names
- Apartment/Trailer Complex Names
- Apartment Numbers
- Lot Numbers
- Room Numbers, etc.
- Any other pertinent information that will assist the unit when arriving at the location.

9.10.2 Acknowledge radio transmissions using unit number.

9.10.2.1 "10-4 Unit ###" (Medic #, Engine #) b. "Dispatch Received Unit ###" (Medic #, Engine #) c. Telling a unit to proceed with the information on a traffic stop, "Go Ahead Unit"

9.10.2.2 When in doubt, include the Unit ##.

9.10.3 Give a priority to Medics on all calls both via radio and telephone. Do not say "I

will give you the determinant later". Upgrade and downgrade calls as soon as you are aware of the change.

9.10.4 Know and remember where your units are located.

9.11 Radio Procedures for High Priority/Crimes in Progress Calls

9.11.1 Clear a channel for the responding unit(s). Radio channel selection will be based upon the precinct having primary jurisdiction. The following channel selections will apply:

- 9.11.1.1** North Precinct primary channel;
- 9.11.1.2** South Precinct primary channel;
- 9.11.1.3** Special Operations
- 9.11.1.4** Investigations
- 9.11.1.5** Civil/Marshall

9.11.2 Format: "Dispatch Units..."###, ###, ###,"...Respond to..." Location and type of incident as well as any descriptions [THEN REPEAT]"...All Units Respond..."Talk Group Name

- 9.11.2.1** Give an exact location
- 9.11.2.2** Relay the type of incident
- 9.11.2.3** Obtain the number and description of the suspects
- 9.11.2.4** Ascertain and report the caller's location
- 9.11.2.5** Maintain contact with the caller

9.12 Dispatching in Progress Calls, Major Crimes and other high priority incidents

9.12.1 These types of calls will be dispatched immediately, within sixty (60) seconds of receipt of the call.

9.12.2 In the event an in progress call exceeds this standard an exception report will be completed and forwarded to the Director via the employee's immediate supervisor. This report will contain all pertinent information regarding the call and the reasons for the delay in dispatch.

9.12.3 The Communication Officer receiving the call will notify the proper Precinct Dispatcher verbally. In the event the person receiving the call does not know which precinct to notify, the Shift Supervisor will be notified immediately to assist. Once units are dispatched to the call, the call will then be entered in the Computer Aided Dispatch system.

9.12.4 The person receiving the call will keep the caller on the line until one or all of the following requirements are met:

9.12.5 The situation is stabilized and all information has been obtained from the caller regarding the situation.

9.12.6 All information has been obtained and the first responding units have arrived at the scene.

9.12.7 The Precinct Dispatcher handling the call assumes the role of Call Taker for that call.

9.13 Bomb Threats (Protocol 108/109)

9.13.1 The Sheriffs Office and Fire Department will respond to bomb threats under existing policy. EMS will be dispatched only if one of the following exists:

9.13.2 There is a heightened level of suspicion that a device does exist based upon information received and documented in the call.

9.13.3 There has been a confirmation that a device is present, either by a reliable caller or a public safety responder.

Note: Device does not mean only a "bomb," but some item that could endanger safety.

9.13.4 As soon as possible, the responders will be informed of 'how we received the call.' (I.e. school officials, anonymous caller, etc)

9.13.5 All possible relevant information will be documented in the call.

9.14 Barricaded Suspect, Hostage Situations, or other High Risk Operations involving S.W.A.T. (Protocol 101)

9.14.1 When a request is made for the presence of the S.W.A.T. Unit, the communication officer will refer to the call out list in notifying the Unit. In making notification, the communication officer will inform the team member of:

9.14.1.1 The location and nature of the incident; and,

9.14.1.2 The command post location.

9.14.1.3 The communication officer should also be prepared to make the following other notifications:

- Sheriff's Department
- Fire Department
- E.M.S.
- All other law enforcement agencies located in Augusta

9.14.2 When a situation arises under this section, the communication officer will clear a Talk Group to be used exclusively for units at the scene.

9.15 Bank Alarm Procedure (Protocol 104)

9.15.1 The following steps are to be taken by the communication officer in the event of an alarm at a bank or other financial institution during business hours:

9.15.1.1 When the call is received, broadcast the appropriate alert tone and clear the affected talk group as outlined below.

9.15.1.2 Broadcast the name and address of the alarm location and verify response from responding units. At least two units will be dispatched to any bank alarm during business hours.

9.15.1.3 Attempt telephone contact with the bank: This call should be made as soon as the call is dispatched and not delayed until units are on the scene. If there is no answer, notify responding units of this and operate under the assumption that a robbery is in progress (during business hours). Officers WILL NOT approach or enter the bank during business hours under these circumstances. If there is no answer in the bank, the telephone company should be consulted to verify that the lines are in working order. Officers entering the bank subject themselves to becoming hostages or involved in a close-quarter gun battle that poses a risk to innocent bystanders.

9.15.1.4 When contact is made, state the following: "THIS IS THE AUGUSTA 9-1-1 CENTER, ARE YOU AWARE THAT YOUR ALARM HAS BEEN ACTIVATED?" The person answering the phone should get the manager or assistant, but not place the phone on hold or hang up. The manager or assistant should respond: "I AM (name). IT WAS A FALSE ALARM. I WILL MEET YOUR OFFICER OUTSIDE THE (specify) DOOR." Any deviation from this will be reported to the responding units and indicates that a robbery is in progress.

9.15.1.5 The communication officer will obtain a physical description of the employee exiting the location, what door (north, south, etc.), and relay that information to the responding units. The communication officer will not have an employee exit the location prior to the arrival of at least two responding units.

9.15.1.6 The communication officer will also notify the responding units in the event that contact is broken with the personnel or any other deviation in procedure.

9.15.1.7 The communication officer will then speak with the officer making entry with the proper party at the location to verify that all is in order.

9.15.2 If a robbery has occurred, the above still applies; however, the communication officer will obtain a complete description of the suspects from the employee while the manager exits the bank to make contact with officers. The communication officer will also immediately notify all units that a robbery has occurred and will contact C.I.D. and the F.B.I.

9.15.3 If a robbery in progress, the communication officer will notify responding units and maintain contact, getting whatever information possible from the person answering the telephone, to include the number and description of suspects and weapon types.

9.16 Commercial Felony Alarm Calls (Protocol 104)

9.16.1 During business hours, a commercial business alarm should be handled as a crime in progress, similar to the bank alarm procedure. The duties of the communication officer are as follows:

9.16.1.1 The communication officer should attempt to make telephone contact with the location after dispatching the call. Unless specific information has been received to indicate that a crime is in progress, at least two units should be dispatched to the call.

9.16.1.2 Upon making contact with the proper party inside the location, the communication officer should ascertain if anything is out of the ordinary, and relay any pertinent information to the units on the street as may be necessary.

9.16.1.3 Upon determining that all is in order at the place of business, the communication officer is to give the go ahead to one of the responding units to enter the location and maintain the open telephone line until the officer enters the business. The communication officer will also tell the party inside the business to meet the officer at the door, that the officer will not go beyond the doorway unless met by the complainant.

9.16.1.4 Once the officer has entered the business and reached the telephone, the responding officer and the communication officer will converse briefly to ensure that all is in order.

9.17 Burglar Alarms Calls (Protocol 104)

9.17.1 Burglar alarms are defined as alarms at businesses and residences that are being broken in to without authority and with intent to commit a felony or theft therein.

9.17.2 The communication officer will advise the responding unit if a key holder has been contacted and if so give a description of the person and vehicle.

9.17.3 *Panic alarms at residences* will be handled as burglar alarms.

9.17.4 *Panic alarms at businesses* will be handled as Commercial Felony alarms.

9.18 Other Crimes in Progress Calls

9.18.1 This procedure is intended for major crimes in progress, such as burglaries, armed robberies, and other serious incidents during which a continuous flow of information is needed prior to the officer's arrival. The duties of the communication officer are as follows:

- Primary Precinct channel – reserved for the incident (10-3, 10-33)

- Precinct talk around channel (TAC) – reserved for normal radio traffic
- Give an exact location
- Relay the type of incident
- Obtain the number and description of the suspects
- Ascertain and report the caller's location
- Maintain contact with the caller

9.18.2 It is critical that the Communication Officer obtain as much information as possible from the complainant and passes that information on to the responding officer(s) in a concise manner. The following guide should be followed concerning obtaining and relaying information for crimes in progress calls.

9.19 Dispatching Accident Calls (Protocol 131)

9.19.1 When receiving a report of an accident the beat car will be sent with special consideration to the following:

9.19.1.1 North Precinct – If the Traffic Motors are on duty, dispatch the Traffic Motor.

9.19.1.2 If the accident involves serious injury or death send a beat car to stand by, a traffic car for investigation, and a road supervisor. [The supervisor for the Traffic Motors will be dispatched when available to North Precinct accidents within this category]

9.19.1.3 A List Wrecker will be included in the call for all accidents on the public streets, except hit & run and pedestrian struck. Notification of the List Wrecker will be made by the Communication Shift Supervisor.

9.20 Officer Dispatch Criteria

9.20.1 As a general rule, officers will be dispatched to respond to calls for police service. The nature of some calls requires that more units, supervisors, or specialized units be sent to assist or handle the incident. In some cases, notification of the Sheriff (or his designee) will be required. The following criteria will be followed in dispatching officers to calls:

9.20.2 At least two units should be dispatched to calls involving:

- Life and death emergencies;
- Violent felonies in progress;
- Violent misdemeanors in progress;
- Other felonies in progress;
- Other misdemeanors in progress;
- The use of force to affect an arrest involving a subject who has assaulted an officer or who is resisting arrest (officer needs help or signal 32 calls); and;
- And to assist in the capture of a fleeing suspect.

NOTE: *Dispatching of the major crimes in progress and other serious incidents will be made on North and South Precinct Talk Groups, Special Operations and the Investigators Talk Group simultaneously. A record will be maintained of all officers assigned to assist the primary officer.*

9.20.3 A Field Supervisor should be dispatched to calls involving:

- Life and death emergencies;
- Calls involving any death or serious injury;
- Violent felonies in progress;
- Other felonies in progress; and,
- Calls involving a complaint or assault against a Department member.

9.20.4 Corporals: When dispatched to a call that would normally require a unit and a supervisor; the Corporal will be considered the supervisor. Once on the scene the Corporal will request any additional supervisory response needed.

9.20.5 Traffic Motorcycles: Will be assigned to “T” Beats within the North Precinct. A breakdown of these beats is as follows:

- T01: Patrol Beats N01,N02,N03,N04,N05
- T02: Patrol Beats N06,N07,N10,N11
- T03: Patrol Beats N08, N09
- T04: Patrol Beats N13,N14
- T05: Patrol Beats N15,N16
- T06: Patrol Beats N12,N17

9.20.5.1 In the event less than six motorcycles are working, the beats will be combined as follows and will cover the respective patrol beats:

- T1\2: T01,T02
- T3\4: T03,T04
- T5\6: T05,T06

Note: *The back slash (“\”) is the appropriate character to use, not the forward slash (“/”).*

9.20.6 When on-shifting the motor units check the assigned beat and ensure it is the correct beat and not “SPOP”.

9.21 Handling Toxicology Requests from Deputies

9.21.1 To establish proper procedures and documentation of Toxicology Requests specific to the enforcement of DUI.

9.21.2 Generally there should be no requirement for a Communication Officer to relay information for toxicology requests for officers. In the event a deputy does request a Communication Officer to contact a Medical Facility for a DUI Screening, the following action will be taken:

9.21.2.1 The Communication Officer will confirm:

9.21.2.2 The type of screening required; blood, urine or both.

9.21.2.3 Any specific drugs to be checked for during the screening

9.21.2.4 The Medical Facility to be contacted

9.21.2.5 The unit/name of the deputy making the charge of DUI

NOTE: *The arresting officer may be different than the reporting officer.*

9.21.2.6 Once the above is confirmed, the Communication Officer will contact the Medical Facility and relay all of the above information. The full name of the person contacted at the Medical Facility will be obtained as record of who was notified.

9.21.2.7 All information will be documented in the CAD Narrative of the call.

9.22 Fire Operations

9.22.1 A fire call is any emergency coming to the attention of the communication officer that requires the services of the Augusta Fire Department. These services may be in the form of fire extinguishing, investigation of automatic alarms, special services, or for any type of emergency assistance.

9.23 Dispatching Fire Calls

9.23.1 Fire calls will be dispatched immediately and the standard is within sixty (60) seconds of the receipt of the call. In the event a fire call exceeds this standard an exception report will be completed and forwarded to the Director via the employee's immediate supervisor. This report will contain all pertinent information regarding the call and the reasons for the delay in dispatch.

9.24 Dispatching Format

9.24.1 The communication officer will notify the appropriate units as follows:

9.24.1.1 Select the proper stations to respond.

9.24.1.2 Activate the alerting system.

9.24.1.3 Announce the call, repeating at least once

9.24.1.4 The companies will acknowledge their receipt of the call by activating their acknowledgment light on the dispatch console or by radio when enroute. If an acknowledgment is not received within a reasonable length of time, attempt to call the unit on the radio to determine if they are responding.

9.24.1.5 The first arriving unit on the scene of the emergency will acknowledge their arrival by a radio transmission in clear text. If you have not been notified of arrival within a reasonable length of time, you should attempt to contact the unit to determine their status.

9.24.1.6 Upon completion of their duties at the scene, each unit will acknowledge their status with a radio transmission "In Service".

9.25 Standard Units to Dispatch on Fire Alarms

9.25.1 House fires: First Alarm – Send 2 engines, 1 truck, and 1 chief;

9.25.2 Second Alarm, Third Alarm & Fourth Alarm – Send the same number of units as a first alarm;

9.25.3 Apartment fires: Send 3 engines, 1 truck, and 1 chief;

9.25.4 Businesses downtown (*from 6th St. to 13th St.*) and high-rise buildings, such as the Richmond Summit, St. John's Towers, Ervin Towers, Peabody Apt, Hal Powell Apt, and

the Bon Air Apt: Send 4 engines, 2 trucks, and 1 Chief;

9.25.5 Businesses outside downtown: Send 3 engines, 1 truck, and 1 chief;

9.25.6 Investigations, vehicle fires, grass fires, brush fires, woods fires, electrical short: Send 1 engine;

9.25.7 Extrications: Extrication units (Hurst Tools) are on Eng. 14 & 17, AT1, AT2, AT3, AT4, Rescue 1 (RSP1) & Hephzibah Fire Department (HFD). An engine company will be dispatched with the extrication unit responding, with the exception of Hephzibah Fire Department;

9.25.8 Bomb threats: Send 1 engine and 1 chief;

9.25.9 Chemical plants: Send 3 engines, 1 truck, Haz Mat (703 & 704), and 1 chief;

9.25.10 Response to airports;

9.25.10.1 Alert one: No Response

9.25.10.2 Alert two: Send 3 engines, 1 truck, and 1 chief

9.25.10.3 Alert three: Send 3 engines, 1 truck, and 1 chief

9.25.11 When most of the companies have only two men on duty send an extra company.

9.25.12 If a company goes on the scene and reports they are laying a line, type "*CHIEFS*" in the alpha numeric pager and enter the location and responding companies in the narrative. This will inform the chiefs when there is a confirmed structure fire.

9.26 Fire Alarm Classification

9.26.1 Commercial: Any mercantile, business, manufacturing, apartment complex, condominium, school, church, or large structure with a large dollar or life loss potential

9.26.2 Residential: Any fire call which involves or eminently threatens to involve a structure used as a dwelling, including single family residences, small multi-family duplex residences, or mobile homes.

9.26.3 Hazardous Materials Situation: Any spill, leak, fire, or accident involving a substance or material, in a quantity or form, which may pose an unreasonable risk to health, safety or property.

9.26.4 Special Service: Any request for non-fire service such as a water leak, lock out, invalid assistance, etc.

9.26.5 First Responder: Any request for emergency medical treatment such as automobile accidents with injuries, request for oxygen, etc.

9.27 Minimum Information Required

9.27.1 The minimum information necessary for dispatching a fire alarm will include but not be limited to the following:

- Location of the emergency
- Type of emergency
- The name of person reporting the emergency

9.27.2 The need for responding the proper amount of equipment and manpower requires as much information as possible over the telephone.

9.28 Alarm Dispatch Procedures

9.28.1 Record all alarm information in the CAD.

9.28.2 Ensure the proper Fire Incident type and "F" is shown in the CAD.

9.28.3 Pinpoint the address or location and using the F10 function of the CAD for recommended units determine the appropriate station(s) or unit(s) to be dispatched. Use the Run Card Program if there is no unit recommendation or to confirm the current response recommended.

9.28.4 Enter the letter "D" beside each company to be sent.

9.28.5 Activate the alerting system (*MosCAD*) for the responding stations and then dispatch the call over the Alerting Talk Group and Fire TAC 1 as required.

9.28.6 Check with the responding unit(s) or station(s) to ensure their immediate response. (This is done only if units have not acknowledged response within a reasonable length of time).

9.28.7 Once the alerting procedure is complete and the units dispatched, depress the enter key on the CAD to dispatch the units to the call.

9.28.8 If any unit or Chief fails to respond, give a follow-up radio call or telephone call. This should not exceed 90 seconds.

9.28.9 Determine if other agencies are to be notified and do so at this time (i.e., Law Enforcement or Ambulance notification, depending upon the situation).

9.28.10 Maintain complete records in the call narrative of required actions taken.

9.29 General Alarm Procedures

9.29.1 When a General Alarm is sounded between 1700 hours and 0830 hours and on Saturday, Sunday, or holidays, the communication officer on duty will immediately contact the following personnel:

- On Duty Fire Chiefs
- Off duty Fire Chiefs
- On Duty Communication Supervisor
- Assistant Director 9-1-1

9.29.2 When a General Alarm is sounded between the 0830 and 1700 hours Monday through Friday (excluding Holidays), the communication officer should immediately contact the following personnel:

- On Duty Fire Chiefs
- Off duty Fire Chiefs

- On Duty Communication Supervisor
- Assistant Director 9-1-1

9.30 Notification of Fire Chiefs

9.30.1 A general page will be sent to all Fire Chiefs if one of the following conditions is present relating to fire calls:

- There is an injured fire fighter;
- There is an injured citizen
- There is a call for the 3rd in fire companies to a structure fire.

9.30.2 During weekend and night time hours, the page for all chiefs will be sent, however, follow-up phone calls will be made to:

- The Fire Chief
- Both Deputy Fire Chiefs
- The operations Chief
- The EMS Coordinator for the Fire Department.

NOTE: *An updated list by name and home phone will be kept at the supervisor console and the primary and secondary fire consoles.*

9.30.3 There is a confirmed bomb

9.30.4 There is a confirmed HazMat Incident

9.31 Fire Hydrant/Water Outages

9.31.1 Whenever information is received regarding an inoperable fire hydrant, the following information will be noted in the notepad function of Outlook:

- 9.31.1.1** Location of the hydrant;
- 9.31.1.2** Person reporting this and agency/company name;
- 9.31.1.3** Reason for outage at the hydrant;
- 9.31.1.4** Date and a time outage was reported;
- 9.31.1.5** Always notify the Waterworks Department of the outage, and record this information;
- 9.31.1.6** Notify the affected stations of the hydrant outage.

9.31.2 Once the hydrant is reported to be back in service, make the appropriate entries and notifications.

9.31.3 The Waterworks Department should be contacted weekly regarding the condition of fire hydrants.

9.32 Mutual Aid

9.32.1 When another agency requests Mutual Aid from the Augusta Fire Department, the on duty Fire Chief will be contacted. The Chief will advise what units and how many to send.

9.32.2 Activation of Mutual Aid for the Augusta Fire Department must be made by the Incident Commander.

9.32.2.1 Contact the jurisdiction;

9.32.2.2 Advise them of situation, and what equipment and manpower is needed.

9.32.2.3 Obtain an estimated time of arrival;

9.33 Bomb Threats

9.33.1 One pump and the duty Chief will be dispatched. The duty Chief will then advise of the need to send additional units. The code "Signal 37" will be used. DO NOT use the name of the location; give only the address of the location.

9.34 Jail/Prison/Medical Prison Policy First Responder, Fire response.

9.34.1 The following procedures will be followed by 9-1-1 Center personnel upon receiving calls from correctional type facilities:

9.34.1.1 If the Central Control Officer of either Sheriff's Office Jail notifies the Center of a report of smoke, fire or water present a full fire response will be immediately dispatched to the appropriate jail. The Communication Officer receiving the call will ask case entry questions 1 through 6 and will then drop the call for dispatch using the "QENT" function

9.34.1.2 If the Central Control Officer of either Sheriff's Office Jail notifies the Center of a confirmed false alarm the response for the false alarm will be one engine company to investigate the alarm. The call will be dispatched as an "Active Alarm" and the engine company will be told that the Central Control Officer reported it was a false activation.

9.34.1.3 If either Sheriff's Office Jail, Richmond County Correctional Institute or Augusta Correctional

Medical Facility (ACMI) request a medical response an appropriate ALS Ambulance will be dispatched, however, a Fire First Response will not be dispatched since the jails and correctional facilities will not allow fire personnel into the secured area on medical calls and each facility has a full medical staff present. Fire First Response will be dispatched only at the request of the ALS Ambulance and they will be notified to stage at the gate and await the ambulance.

9.34.2 This policy has been reviewed and approved by the Augusta 9-1 -1 Center Medical Director.

9.35 Single Unit and Multi Unit Response Radio Procedures

9.35.1 Daily traffic will be transmitted using Fire TAC 1. Fire TAC 1 will only be used during emergency responses when all other Fire TAC channels are in use.

9.35.2 Alarms will be initially dispatched over Fire TAC 1 and the Alerting Channel. The Communication Center will assign the response TAC for the incident to all responding units during the alerting process. The assignment will be made using the following standard:

9.35.3 Single Unit responses will be assigned to Fire TAC 2.

9.35.4 First Responder response will be assigned to the EMS Talk Group.

9.35.5 Multi Unit responses will be assigned to Fire TAC 3 and the second Multi Unit response will be assigned to Fire TAC 4.

9.35.6 Additional multi unit responses will be assigned to Fire TAC 2 and Fire TAC 1 respectively.

9.35.7 If all TAC Talk Groups have been assigned additional responses will be based on an assessment by the Communication Center as to which Fire TAC would be most appropriate.

9.35.8 Confirmation of assignment to the Fire TAC as follows:

9.35.8.1 Alerting by the Communication Center – “Engine # respond to (location) on TAC # (type call).”

9.35.8.2 All responding units will respond using the assigned TAC – “Engine # responding (location) TAC #.”

9.35.8.3 The Communication Center will respond – “Dispatch received Engine #, TAC #.”

9.35.9 Responding units will remain on the assigned Fire TAC for the duration of the emergency or until placed back in service by the Incident Commander.

9.35.10 All additional units responding to the call will be notified of the appropriate Fire TAC assignment and will remain on that TAC until placed in service by the Incident Commander.

9.35.11 Once the Incident Commander places a unit back in service and available for calls, the unit will return to Fire TAC 1 and notify the Communication Center. *“Engine # in service, Fire TAC 1”*

9.35.11.1 The Communication Officer will acknowledge the unit with “Dispatched received Engine #, Fire TAC 1.”

9.35.11.2 In the event a unit is placed back in service, but has not transmitted the status on Fire TAC 1, the Communication Officer will attempt to contact the unit to ensure they have returned to Fire TAC 1.

9.35.11.3 Incident Commanders will make every effort to ensure the Communication Center is aware of what units have been placed back in service.

9.35.12 Incident Commanders may, in their discretion based on the nature of the emergency, notify the Communication Center that the incident they are working needs to be transferred to the EMA Talk Groups. This will allow Administrative, Operational and Tactical Talk Groups for use during major emergencies and allow other Public Safety Responders direct communication with Incident Command. If activated, the Communication Center will ensure all

assigned units are notified and respond on the Operational Talk Group until assigned to one of the others by the Incident Commander. Generally the talk groups should be used as follows:

- Administrative – for Chiefs and other administrative personnel to transmit information regarding the incident without “tying” up the Operational Talk Group.
- Operations – for use by Incident Command to coordinate resources and for communication to other Public Safety Agencies. (The Communication Center Supervisor will monitor this Talk Group.)
- Tactical - for use by members actually involved in suppression or control of the incident.

9.35.13 Water Rescue Dispatch Procedure

9.35.13.1 EPD Protocols 72 and 73, Water Rescue and Watercraft in distress, require that Water Rescue 1 (WTRR) be dispatched, along with the 1st in Engine Company and the Battalion Chief, as recommended by the F10 function Key.

9.35.13.2 The CAD Incident type 361, has been edited to include Water Rescue 1 (WTRR) as a Responding Company

9.35.13.3 In the event Engine Company 1, which is Water Rescue 1, is on another call and a Water Rescue incident occurs, advise the on scene Battalion Chief, a Water rescue response is needed. The Battalion Chief will make the necessary arrangements to have the Rescue unit available to respond.

9.35.13.4 A Water Rescue in Engine Company 1's territory will include the next in Engine Company and Battalion Chief, (i.e., Water Rescue, Engine Co. 3 and Car 901).

9.35.13.5 Incident type 361 will be used for all Water Rescue Incidents. In situation(s) where the victim(s) is out of the water, the incident type will be 321, "Emergency Medical Call".

9.36 Vehicle Rescue and Extrication

9.36.1 Initial Response:

- Fire department response should be a minimum of
- One (1) Engine Company
- One (1) Truck company or Extrication unit

NOTE: *Extrication Units are AT-1, AT-2, AT-3, AT-4, Eng. 14, Eng. 17, Rescue 01, and Hephzibah Fire*

9.36.1.1 An additional engine must be sent along with the extrication unit.

Note: *Get actual location of the incident to the responders if other than the original reported location.*

9.36.1.2 Send Sheriff Department units to respond to the scene if needed.

9.36.2 Response for Fire Rescue01

9.36.2.1 The radio call sign for this vehicle will be Rescue01.

9.36.2.2 Rescue01 will be dispatched to the following calls when it is the closest Fire Responder:

9.36.2.2.1 *Medical First Response:*

9.36.2.2.2 *Vehicle Extrication, if not the closest responder, Rescue01 will be dispatched non-emergency as a back-up for the primary unit.*

9.36.2.2.3 *Any Second Alarm Fire;*

9.36.2.2.4 *Any specialized rescue, i.e. water rescue; rope rescue;*

9.36.2.2.5 *At the request of a Fire Incident Commander;*

9.36.2.2.6 *During times when the EMS System Status Levels are depleted and the use of Rescue01 provides the closest medical response to the patient;*

NOTE: *If Rescue01 is dispatched pursuant to above, the crew will be notified that they are being dispatched as the Primary EMS responder. If SSL is zero, Rescue01 will be told the status. This is to provide the crew with the necessary information to determine if they will transport the patient.*

9.36.2.3 Rescue01 has the authority to cancel responding ambulances under specific circumstances. The Communication Officer receiving the cancellation of the EMS Response will note the same in the call and notify the responding EMS Unit.

9.37 EMS Operations

EMS Dispatch Separate from 9-1-1 Center

9.37.1 First Response dispatch of the Fire Department

9.37.1.1 Fire First Response will automatically occur with all Echo and Delta Level Calls.

9.37.1.2 When the 9-1-1 call comes in and it is determined to be a medical response but not of the level dictating an automatic response, the following procedures will apply:

9.37.1.2.1 *The call will be transferred to the ambulance provider. The 9-1-1 Communication Officer must remain on the line until the ambulance provider operator has received the call.*

9.37.1.2.2 *When possible, the 9-1-1 Communication Officer will remain on the line during the initial portion of the call to give the ambulance provider the opportunity to request a First Response.*

9.37.1.2.3 *If the First Response is requested, the 9-1-1 Communication Officer will acknowledge the request and can then disconnect.*

9.37.1.3 The call will be entered and dispatched as a First Response as determined by existing policies and procedures.

9.37.1.3.1 *If the 9-1-1 Communication Officer cannot remain on the line to determine if a First Response is needed, the ambulance service provider will make the request to the 9-1-1 Center in a timely and efficient manner.*

9.37.1.3.2 *The ambulance service dispatcher will notify the 9-1-1 Center of the need for First Response within 60 seconds of receipt of the 9-1-1 call.*

9.37.1.3.3 *The ambulance service dispatcher will not assume First Response is sent without verbal acknowledgement by a 9-1-1 Communication officer.*

9.37.1.4 Any deviations from these procedures or delays in First Response dispatch will be reported to the Director of 9-1-1 in detail. The report will include a copy of the CAD Record from the ambulance provider and the 9-1-1 Center and a detailed explanation as to why there was a delay. The report will include the names of each employee involved with the call, regardless of employer. The on-duty 9-1-1 supervisor will gather, compile and review the report (for completeness) prior to submission to the 9-1-1 Director. This report will be reviewed by the 9-1-1 Director, who will then forward a copy to the appropriate manager of the ambulance service provider with appropriate comment.

EMS Dispatch a function of the 9-1-1 Center

9.37.2 ECHO CALLS - Dispatch ALS and Fire First Responder on all Echo calls

9.37.3 DELTA CALLS - Dispatch ALS and Fire First Responder on all Delta calls

9.37.4 CHARLIE CALLS -Dispatch ALS and Fire First Responder when EMS has an extended enroute time or at Status Level 0.

9.37.5 BRAVO CALLS - Same as Charlie Response.

9.37.6 ALPHA CALLS - Dispatch ALS - Normally First Response will not be needed for this level of call; however if circumstances warrant First Response is to be dispatched.

NOTE: *When no Ambulances are available, dispatch Fire First Response. See section on dispatch of Response 1 for specific procedures.*

9.37.7 ***DO NOT WAIT TO GET SOMEONE ENROUTE.*** The EMT/Paramedics on the fire truck will be able to stabilize the patient until an ambulance unit arrives.

9.37.8 The communication officer will quickly obtain and relay a description of the symptoms to the appropriate agency. Additional information may include whether an injury was accidental or intentional and whether the suspect who caused the injury is present.

9.37.9 Overdose reports should list the quantity and name of substance ingested, how much was taken if known, whether or not the person is conscious (the caller or someone else at the scene should attempt to keep the person awake) and the caller should be instructed to retain the container for investigation.

9.38 Using Emergency Medical Service (EMS) Alert Tones

9.38.1 This procedure is established to provide guidance for properly notifying EMS personnel of specific calls.

9.38.2 The scope of this procedure is to establish areas of responsibility, persons responsible within the area and procedures to ensure updated information is available. This procedure will also ensure the ability to coordinate activities in a timely and safe manner and set up a systematic method for the smooth flow of communication.

9.38.3 Alert Tone Breakdown: The following alert tones will be used to notify EMS personnel of specific types of calls:

9.38.3.1 ALERT 1 Major medical calls. (i.e., CPR, Respiratory Arrest)

9.38.3.2 ALERT 2 Major trauma (i.e. GSW, Stabbings sever MVAs or trauma related calls)

9.38.3.3 ALERT3 Informational or Supervisor tone (usually used to put out a broadcast or to alert a Supervisor)

9.39 Medical Response for Falls (Protocol 17)

9.39.1 To establish a proper response configuration and dispatch to calls for service involving falls. To help ensure proper medical consideration is developed in these situations.

9.39.2 All calls for service where the caller states it involves someone falling will be handled as a medical call and the proper protocol procedures followed according to existing policy and standards. All calls with a dispatch determinant of 17A or higher will receive an ambulance response. If the dispatch determinant is a "17 Omega" the following response will be applied:

9.39.3 The Augusta Fire Department will be dispatched as a "general assist" to a fall subject with no reported injuries not as a medical call for service.

9.39.4 If the fire resources are limited due to current calls for service, a response will be sent from the Sheriff's Office as a general assist with no report of injuries.

9.39.5 As with all calls for service, proper questioning techniques and careful listening techniques must be utilized to ensure accurate call classification. An "Omega" call will only occur as a result of short falls where no injury has occurred and only careful and professional caller interrogation will ensure proper classification.

9.40 Dispatch Determinant for Strokes (Protocol 29)

9.40.1 Due to changes in the medical procedures for Stroke victims or potential victims of stroke, the EMS Medical Director has changed the response level for strokes.

9.40.1.1 If the response determinant for stroke shows an "Alpha" response, it will be upgraded to a "Bravo" response and dispatched as a Priority 2.

9.41 Obvious Death

9.41.1 The Medical Director approved that the following conditions may be considered by emergency medical dispatchers to constitute "Obvious Death" In the event that the patient is confirmed as being both unconscious and not breathing and at least one of the following seven conditions:

- Decapitation
- Explosive gunshot wound to the head
- Decomposition
- Non-recent traumatic death (confirmed as being greater than six hours, with rigor mortis or lividity present)
- Non-recent expected death (confirmed as being greater than six hours, with rigor mortis, or lividity present)
- Severe injuries obviously incompatible with life (massive crush injury)
- Submersion (confirmed as being greater than twenty-four hours)

9.41.2 The Communication Officer must be sure that the presence of at least one of the above seven conditions is unquestionable.

9.41.3 Procedures will be as followed:

9.41.3.1 CAD

- Enter the Location of the call.
- Enter The Telephone Number of the call.
- If obvious or stated, enter the condition. (Decapitation, submersion etc.)

9.41.3.2 Pro QA

- Gather routine pertinent information for Case entry.
- Once you click no for questions 5 and 6 and hit enter, 9-E-1 will appear.
- Click send.
- Key question number 1, "Did you see what happened?" A box will appear with selections.

If it is determined obvious death, click suspected obvious death.

- Key questions number 2, "Tell me why it looks like he/she is dead?" A selection of conditions will appear, click the appropriate condition. (Decapitated, submersion etc.)
- Key question 3, "Do you think he is beyond any help?" Click yes, then the call will automatically reconfigure to 9-B1.
- Do not provide PAI's. When needed, keep the caller on the line and provide emotional support until the responding unit arrives.

9.41.3.3 Dispatching

9.41.3.3.1 *If the call was already dispatched as 9-E-1, re-code the call as 9-B-1, and inform all responders of your reason for doing so.*

9.42 Air Transport for a Medical Incident

9.42.1 Medical air transport can be handled by one of two providers within the Augusta area. The incident commander will notify the Center if there is a need for medical air transport.

9.42.2 The Communication Officer receiving the request will notify the EMS Communication Officer of the need for air transport and the case number and type (P, F, or E) of the call.

9.42.3 The EMS Communication Officer will select the next helicopter service from the Air Transport List and telephone the helicopter service with the information below:

- Location of the call;
- Unit handling the landing zone control;
- Number of Victims;
- Any additional patient information'

9.42.4 The fields on the Air Transport List will be completed by the EMS Communication Officer.

9.42.5 The following additional information regarding air, transport of medical patients pertains to the on scene issues but provides an understanding of what might be needed from the Communication Center by the on scene commanders

9.42.6 Contact Information:

Revised: 09/28/05

- Air Med - Contact number is 706-792-9292
- MCG Life Net - Contact number is 877-957-5500

9.42.6.1 The following guidelines should be used when considering whether to call for an air ambulance. These guidelines are adapted from the standards of AMES, ACEP, Region 6 EMS Council and MCG:

9.42.6.2 Exclusion Criteria: Do NOT call for a helicopter in the following situations:

- The patient is in cardiac arrest (medical and traumatic)
- The patient weight is greater than 300 pounds.
- The patient is pregnant and in active labor
- Helicopter transport would be less than 10 minutes shorter than ground transport.

9.42.6.3 Flight criteria for trauma patients based on assessment findings:

- The patient is obviously critical and has an altered level of consciousness (Glasgow Coma Score of less than 10)
- Penetrating trauma to the abdomen, pelvis, chest, neck or head is present;
- Spinal cord or spinal column injury, or any injury producing paralysis of any extremity is present;
- Partial or total amputation of an extremity (excluding fingers) is present;
- Two or more long bone fractures or a major pelvic fracture is present;
- Crushing injuries to the abdomen, chest or head is present; major burns of the body surface area or burns involving the face, hands, and feet. Perineum;
- Burns with significant respiratory involvement. or major electrical burns or chemical burns are present;
- The patient has been 'involved in a serious traumatic event and is less than 12 years of age or more than 55 -years of age.

9.43 Biohazard Detection System (B.D.S.)

9.43.1 The United States Post Office located at 525 Eighth Street, has installed a Biohazard Detection System (B.D.S.). This system tests packages and letters for anthrax, if anthrax is detected an alarm will activate and Postal employees will began following their internal S.O.P. Included in this S.O.P. is notification to the 9-1-1 Center. Upon receiving the call the Communication Officer will enter the call as " 525,,8th,St" with incident type "BDS"

“C” and the narrative shall read “BDS Alarm”; the call will then be dropped for dispatch of Law Enforcement, Fire and Ambulance. NAED Dispatch Protocol will be suspended for this specific situation only, due to Postal Service S.O.P. Response will be dispatched as follows:

Law Enforcement	Fire	E.M.S.
Housing Supervisor	4 Pumps	Closest Unit in a staging capacity
All Housing Units	2 Aerial Trucks	
On Duty Sergeant	Hazmat 703 and 704	
B25	On Duty Chief	
Car 12	Car 907	

NOTE: *The likelihood of activation of this alarm would occur after 1700*

9.44 Animal Services Calls

9.44.1 Animal Services will respond to the following emergencies after hours, weekends and holidays:

- Bites to humans.
- Injured animals.
- Vicious dog or animals calls where a deputy is on scene waiting for Animal Services' arrival.

9.44.2 Supervisors are instructed to contact Randy Teasley or Bruce McClure for direction regarding special cases which current policy does not cover.

9.44.3 Normal field service hours are from 08:30-17:00 Monday through Friday with one Field Officer providing service from 17:00-24:00 Monday through Friday excluding holidays via pager and Investigation TAC.

9.45 Dive Team Notification

9.45.1 When the dive team is requested through dispatch by any agency, notify the/EMA office and the Dive Chief by pager during normal hours Monday-Friday.

9.45.2 On weekends notify the EMA Director or designee and the Dive Chief by pager.

9.45.3 At night notify the EMA Director or designee and the Dive Chief by phone and pager.

9.45.4 Phone Numbers:

- Chief Willis Pager 240-4732 Cell 564-4518 Home 592-2602
- Jim Jordon Pager 240-3070 (Alpha Pin# 1160328)
- Home 706 556-2541 Cell 706 832-6886
- Robert Gibbs Pager 240-3071 (Alpha Pin #1160334)
- Home 706 863-2344 Work 706 722-3922
- All Call Page 771-2393 (Alpha Pin #1168969)

CHAPTER 10 - CAD Operations, Equipment and Maintenance

10.1 Dispatch Protocol for ProQA Interface with CAD

10.1.1 Start CAD using normal procedures.

10.1.2 On the CAD Control Screen, ensure the following is set as shown:

- ProQA Data Queue = Console #
- ProQA Dispatch Type = H

10.1.3 Double Click "NWSPROQA" Icon.

10.1.4 Sign on "HAL" when screen appears.

10.1.5 CAD is ready for ENM.

10.1.6 ENTERING CALLS

10.1.6.1 Enter the Location of the call.

10.1.6.2 Enter the Telephone Number of the call.

10.1.6.3 Enter a brief Description of the call in the "Nature of Call" field.

- If the call requires EMD:
 - Enter "PQA" and "E" for the incident types. Press the ENTER key.
- If the call requires EFD:
 - Enter "PQA" and "F" for the incident types. Press the ENTER key.
- If the call requires EPD:
 - Enter "PQA" and "P" for the incident types. Press the ENTER key.

Note: The combined incident type "C" will still and will bring up ProQA for EMD.

- Use ProQA to interrogate the caller.
- When the "SEND" button appears, click on the button to send the information to the CAD. Finish interrogating the caller and any additional information should be added at this time.

10.1.7 RECEIVING CALLS (After "SEND")

10.1.7.1 The message "Information for Incident ##### Received from ProQA" will appear in bottom of the CAD Screen.

10.1.7.2 Enter "PQR" on the command line with the Incident Number. Press the ENTER key. The incident will come up and the incident type will be changed to the Dispatch Determinant Codes.

10.1.8 Depress and hold the SHIFT, press F 12 (F24) then F4 (F 16) to bring up the ProQA narrative that is added to the CAD.

10.1.9 PRIORITY DETERMINANTS

- Echo & Delta = Priority 1
- Charlie & Bravo = Priority 2
- Alpha Priority 3

10.2 Use of "F10" for Fire and EMS Dispatch

10.2.1 When the call appears in the queue for dispatching, use the "F9" to bring up the call, review the call information, and check the following:

10.2.1.1 Check to ensure the proper incident type is entered and the correct "P", "F" or "E" classification. Use only the Fire incident types attached to this procedure for fire calls.

10.2.1.2 If the incident type is incorrect enter the correct code and depress the "F10" key. This will bring up the recommended units to dispatch.

10.2.2 Once the recommended units screen appears review the information.

10.2.3 If the information is correct, use the MOSCAD and radio to notify the units in accordance with existing policy.

10.2.4 Once the units have been dispatched, hit the enter key and then the "F3" Key to update the call.

10.2.5 If the information is incorrect, add or change units on the "F10" screen, then follow step "a" above. (See examples attached to this procedure.)

10.3 GEO and MSAG Information

10.3.1 Correction of GEO and run card information is the responsibility of all

Communication Officers. Make corrections as follows:

10.3.2 Write the complete address of the location in question, or print a copy of the call.

10.3.3 Note what part needs correcting and what the correction is (i.e. MD05 needs to be changed to MD06; the address range does not include this address, etc.).

10.3.4 Place the report in the inbox on the front console next to the Assistant Director's office.

10.4 Using the integrated P.C. Switch:

10.4.1 A computer switch has been installed on the primary fire console to enable one mouse and one keyboard for the CAD and the MOSCAD. To switch systems, use one of the following methods:

10.4.2 On the switch under the center CAD console, press "1" to have the keyboard and mouse work with the CAD.

10.4.3 Press "2" to have them work on the MOSCAD.

Note: *Do not use position "3" or "4".*

10.4.4 Press the "Scroll Lock" button on the keyboard twice, and then press the "UP" arrow to switch between "1" and "2".

10.4.5 The orange light indicates the active computer for the mouse and keyboard. The touch screen works in either mode.

10.5 MDT Messaging

10.5.1 Use of the MDT messaging function is an expeditious and proper method for delivering messages however there is no verification of receipt. Because of this problem the following procedures will be followed

10.5.2 When a message is received, call the unit number on the radio and tell them to "Prepare to copy a number."

10.5.3 When the unit acknowledges, give them the name and number over the radio. If it involves calling their home, advise only "10-21 your residence." Do not give out the telephone number.

10.5.4 If it is an off-duty deputy, do not give out the telephone number over the radio. Advise them to "10-21 Deputy at (location)." The deputy can call the Center if they need the telephone number.

10.5.5 If you are not on the particular talk group, use the portable to go to the talk group. Pause, to listen for traffic, then proceed to give out the information.

10.5.6 Use of MDT's for any other purpose is strictly prohibited and covered by GCIC Regulations and Georgia Law. Violation of either GCIC Regulations or Georgia Law governing messaging can result in termination.

10.6 CAD Source of Calls and "QENT"

10.6.1 Use appropriate codes when entering data in the "Call Source Field." The system will default to "1" Telephone. However, for calls that come in on a 9-1-1 line, the "Call Source Field" must be changed to "2" Emergency (9-1-1) and likewise, if calls are received by any other means as identified below:

- 1=Telephone
- 2=Emergency (9-1-1)
- 3=Radio
- 4=In Person
- 5=Found on Patrol
- 6=Other Agency
- 7=Other Report
- 8=Records Walkup/Telephone

10.6.2 CAD Command "QENT"

10.6.2.1 The command "QENT" stands for "Quick Entry." An alias command of "IP" for "In Progress" has been created and can be used instead of "QENT."

10.6.2.2 When taking a "hot call" that you need to get to the appropriate dispatcher quickly, follow the instructions below:

- Enter the Incident Type and Location of the call. This is the minimum information needed.
- Depress Function Key 5 on the keyboard. This will put the cursor on the command line.
- Type "QENT" or "IP". This will drop the call into the queue.
- Continue adding additional information to the call.

NOTE: If it is a fire call, ensure you change the "P" to an "F".

10.6.2.3 As with all "Hot" or "In Progress" calls, be sure to verbally notify the appropriate dispatcher or your supervisor regarding the call and ensure you receive an acknowledgement.

10.7 Use of Wrecker Rotation in the CAD

10.7.1 When a List Wrecker is requested the Shift Supervisor will bring up the call using the "Q" function.

10.7.2 The command "ROT" will be entered on the command link and will bring up the rotation list.

10.7.3 Prior to hitting ENTER and assigning the wrecker, the wrecker listed as "1.0" on the list will be called using the listed telephone number.

10.7.3.1 If option "5" is chosen for a listed wrecker all available contact telephone numbers will be displayed.

10.7.3.2 The "*" number for each wrecker is listed in the "ex" field next to the first telephone number.

10.7.3.3 Depress ENTER or F12 to return to the list wrecker screen.

10.7.3.4 After contacting the wrecker service, enter "I" next to that wrecker and depress the ENTER key, this will attach the wrecker to the narrative of the call.

10.7.4 Skipping wreckers and putting wreckers back up will be accomplished as follows:

10.7.4.1 If possible skipping and "putting wreckers back up" will be accomplished on the same call.

10.7.4.2 Returning a list wrecker to the top of the list is accomplished using option "10" next to the name of the wrecker being returned to the top of the list. Use the "PgUp" key to move back to the top to confirm the change was made.

10.7.4.3 Skipping wreckers will be done by the use of option "3 Busy". This moves the wrecker to the bottom of the list. Wreckers being skipped will be moved to the bottom again the next time they come up in the "1.0" position in order to achieve the "Skip Twice" requirement.

10.7.4.4 Using Outlook, create a NOTE to be kept on the Supervisors Desktop and enter "Wrecker Company XYS is being skipped ", how many times they are to be skipped, and under whose authority.

10.7.4.4.1 *The 1st skip will include Date/Time/Supervisors initials on the note. (Use Option "3 " to move the wrecker to the bottom)*

10.7.4.4.2 *The 2nd skip will be added to the note to include the above information and then the note can be closed. (Use Option "3 " to move the wrecker to the bottom)*

10.7.4.4.3 *Notes will be kept in Outlook for thirty days.*

10.7.4.5 Each Shift Supervisor will update the oncoming Shift Supervisor regarding these notes.

10.8 Procedure for Entry into 9-1-1/EMA Facility and Property

10.8.1 Purpose: To provide guidance for monitoring entry of citizens, vendors and visitors to the 9-1 -1 facility and property.

10.8.2 Scope: The scope of this procedure is to establish areas of responsibility regarding the control of persons entering the 9-1-1 property. (other than 9-1-1 employees) This procedure will also ensure a systematic method for the smooth flow of communication.

10.8.3 Public Notification: Public notification is posted on the gate instructing all visitors to obtain prior approval before entering the facility and for further questions to contact the on-duty supervisor at 821-1080 or by way of the intercom at the gate.

10.8.4 Vendor Listing: A listing of all vendors, both public and private, will be assembled, maintained and posted at the Supervisor's Console. When visitors arrive at the gate, the following procedures will take place:

10.8.4.1 The visitor or vendor will press the intercom and provide the company or visitor's name and purpose for entry.

10.8.4.2 The Supervisor will verify the information once the visitor or vendor arrives.

10.8.5 Visitors of 9-1-1 Employees:

10.8.5.1 When 9-1-1 employees expect visitors to the Center, the employee will notify the on duty Supervisor.

10.8.5.2 Director, the Assistant Director and EMA employees will inform the on-duty Supervisor of authorized routine visitors to the Center.

10.8.5.3 All visitors will enter the building through the lobby.

10.8.5.4 The 9-1-1 employee will meet the visitor in the lobby. No visitors will be permitted to wander throughout the building without an employee escort.

10.8.6 Gate Entry Code: The Gate entry code will be changed quarterly. Under no circumstances, will the code be given to outside persons or agencies without the consent of the 9- 1 -1 Director or Assistant Director.

10.8.7 Building Entry: Upon entering the building, all visitors will report to the Administrative Assistant or Shift Supervisor. Visitors will remain in the lobby area until it is determined who the individual is scheduled to see. All visitors to the Center will be escorted by a Center employee and will not roam within the 9- 1 -1 Center unattended.

10.9 Telecommunications Equipment

10.9.1 Augusta is part of a telecommunication system that enables citizens to communicate their needs for assistance, and guarantees that their needs will be quickly met. As a 9-1-1 communication

officer, you are a vital link in the telecommunications system. An integral part of your job is the proper operation of the various types of telecommunications equipment which enables you to receive calls, make calls, and provides you with the information needed in order to perform your job of coordinating and managing equipment, personnel and facilities.

10.10 Microphone Headset

10.10.1 Utilization of a microphone headset serves to increase the clarity of transmissions by reducing background noises such as telephone, computer, and conversation.

10.10.2 The microphone headset can also be utilized with the telephones, with similar advantages.

10.10.3 Use of the microphone headset is mandatory, with the exception of equipment failure or some other equipment related problem, or during electrical storms where the wearing of the headset could result in injury to the employee.

10.11 Equipment and Area Maintenance

10.11.1 The Augusta 9-1-1 Center was designed to provide an adequate facility with the equipment and resources necessary for accomplishing the centralized direction, control and coordination needed during all phases of emergency operations.

10.11.2 This cannot be done if the equipment is not properly functioning or maintained.

10.11.3 Equipment Failures: Any equipment that is not working properly will be reported to the Shift Supervisor, and, if necessary, to those responsible for performing such repairs to the equipment involved. This will be done as soon as an equipment malfunction/failure is known to exist.

10.11.3.1 The only equipment adjustments that communication officers are authorized to make are

those that can be made from the outside of the equipment, i.e., volume level controls, changing tapes, adding paper, etc. Communication officers will not open panels or otherwise access any electronics.

10.11.3.2 Radio equipment malfunctions that necessitate immediate attention should be referred to Communication Services of Augusta (CSA) at (706) 737-0272.

10.11.3.3 All equipment purchased by 9-1-1 funds is deemed to be the property of Augusta 9-1-1 Center, who by law must oversee the 9-1-1 services. As such, any equipment failure problems or damage must be reported to the 9-1-1 Communications Shift Supervisor.

10.11.4 Area Maintenance: Communication Officers must remember they are on display, not only to their fellow employees, but to members of the public as well. Due to the necessity of working closely with one's fellow employees and the fact that the communications function is an around-the-clock operation, high standards of personal hygiene and good housekeeping must be maintained. Each officer will ensure the following:

10.11.4.1 There will be no smoking within the building structure of the communications center.

10.11.4.2 The communications center area is kept clean and free of debris.

10.11.4.3 No food or open containers of liquid are allowed on or near any console in the communications center. Consumption of meals will be in the break area; however, an allowance will be made for sealed/closed containers of beverages in the communications center.

10.11.4.4 All used materials are discarded or cleaned from the break area(s).

10.11.4.5 All reference/resource materials, directories, manuals, files, notes, etc., are returned to their proper places.

10.12 Miscellaneous Provisions

10.12.1 Employee posture and appearance will not present a "laid back" look or hinder or slow performance. Employees are expected to be alert and attentive to their duties and will assume a posture and position at the console that reflects the same and facilitates the same.

10.12.2 No clutter or collection excessive items will be around an employee's consoles that are not relevant to the delivery of service. Consoles will be kept neat and orderly.

10.12.3 All dispatch positions, handling radio traffic for Public Safety Responders, are required to maintain the unit status screen and place units in service and out of service via the CAD.

10.12.3.1 The MOSCAD is not a substitute for this nor is the E.M.S. Map. Both will be kept up to date; however, the Unit Status Monitor is to be used for determining unit availability.

10.12.4 Whenever a unit is out of service, it is to be placed in the appropriate status using the CAD Command Entry Screen.

10.13 Tape Recorded Communications

10.13.1 Concept of Operation: Recording devices that monitor the telephone, radio, and other communications devices serve a variety of purposes. Most important, the recordings provide a form of a station record as required by FCC Rules and Regulations, as well as providing for an additional margin of protection for mobile/field units and communications center personnel.

10.13.2 Operating/Playback Procedures: The unauthorized dissemination of recorded radio and telephone conversations could create a serious breach of security and confidentiality. It could also result in violations of civil and/or criminal law. As a consequence, the following procedure will be followed concerning the playback of recorded communications:

10.13.2.1 Recorded radio and telephone communications will not be played back for anyone without the authorization of the Director or his designee.

10.13.2.2 When an emergency call comes in on a regular telephone line, a 9-1-1 line, or a radio channel, the communication officer will have the authority to playback the communication immediately in the event that the original transmission was garbled or otherwise

not clearly understood. Playing back calls on the Call Checks will be done solely for the purpose of double-checking information on official calls. Personal calls will not be replayed. When playing back a call, the volume should not be so loud that it disturbs others in the Communications Center.

10.13.2.3 No tapes are to be reproduced or released for any reason without the permission of the Director.

10.13.2.4 Maintenance: All communications center personnel will become thoroughly familiar with the reset procedures for the recorders, should temporary power failures, etc. necessitate resetting the equipment.

10.13.2.5 Equipment problems will be immediately reported to the appropriate contact.

10.13.2.6 Overall maintenance of the equipment and supplies for recording (above) will be the responsibility of the Assistant Director.

10.14 Generator Inspection and Monitoring

10.14.1 Purpose: To define the responsibilities for maintaining, inspecting and monitoring the status of the generator system of the Augusta 9-1 -1 Center. To provide the information necessary to understand the Remote Alarm Panel for the generator and for other purposes as defined.

10.14.2 Policy Statement: To ensure proper functionality of key equipment within the 9-1 -1 Center, alarm panels have been installed to warn of situations needing attention or when failure of a specific system occurs. In order to ensure the equipment is operational and ready for use, these panels must be checked and any alarms reported to the proper entity for action. This policy provides for the inspection and monitoring of the 9-1 -1 generator.

10.14.3 Procedures: The following procedures will be followed regarding the generator alarm panel.

10.14.3.1 Alarm Panel Location: The alarm panel is located on the wall between the electrical room the Communication Center.

10.14.3.2 Silencing the Audible Alarm: To silence the audible alarm, press and hold the "Silence/Lamp Test" button. Note the section below regarding delay in silencing the audible alarm.

10.14.4 Alarm Indicators:

10.14.4.1 Normal Standby Status: Two green lights beside "Normal Battery Voltage" and Normal Utility Power" will be illuminated when the generator is in normal standby. This will be the usual indication of the panel. No action required.

10.14.4.2 Generator Running Test Mode: When the generator is running the green light beside "Generator Running" will be illuminated and should occur during the weekly test of the generator. No action required.

10.14.4.3 Generator Running Power Outage: If there is a power outage and the generator comes on to supply the building, the "Generator Running" should be illuminated and the "Normal Utility Power" light should not. If this occurs, notification of the power failure will be made to the Director and Assistant Director

10.14.4.4 Bat. Chg. Malfunction: If this alarm goes off, do not silence the alarm until after the charger is checked inside the electrical room. The supervisor will go into the electrical room and visual check the battery charger mounted on the wall between the Main Generator Control Panel and the shelves on the far wall. Note which red light on the charger is illuminated, then the alarm can be silenced.

10.14.5 Other Alarms: Any other alarm activation on the panel can be silenced once the type of alarm is noted. The Director or Assistant Director will be notified of the alarm to determine if immediate repair is required. A notation of the activation will be logged on the Consolidated Report.

10.14.6 Special Considerations: Some alarms may be activated temporarily due to the generator being started or some other condition present. If an alarm light is lit and after a few minutes goes off, the condition may have corrected itself. When this occurs, note the circumstances on the Consolidated Report so an inquiry can be made as to the need to have the condition inspected. I. E, the "Low Battery Voltage" alarm is activated when the generator starts but goes off after the battery charger recharges the batteries may indicate the batteries need to be replaced soon but is not a critical situation.

10.14.7 Alarm Panel Inspection: The Shift Supervisor will check the alarm panel at the beginning of each shift and note any alarms showing or lights not working. The lights can be checked using the "Silence/Lamp Test" button on the front of the panel. If no alarms are activated and all lights are working, the inspection log beside the panel will be completed and the "OK" column will be checked. If there are any alarms or if any lights are out the log will be completed and a notation made in the "Comments" column what the problem is, as well as a notation in the Consolidated Report. Completed logs will be forwarded to the Assistant Director for filing.

10.14.8 Generator Weekly Inspection: Each Wednesday a check will be made of the generator's oil level, coolant level and block temperature by a member of the Augusta 91 -1 Center, as assigned by the Director. The individual completing the weekly inspection will complete the appropriate section of the log.

10.14.9 Additional Instructions and Information: A copy of the Operator's Manual for the Alarm Panel and the Battery Charger are located in a notebook for the shift supervisor's access. These are provided for information only and to enhance the overall understanding of the equipment; supervisors are encouraged to review the material for that purpose.

10.14.10 Any deviations from the outlined procedures will be considered a violation of the Policy and Procedures Manual and dealt with accordingly.

10.15 Reporting Radio Problems

10.15.1 Purpose: The procedure has been developed to ensure the timely and proper reporting of Radio and Communication problems. This procedure is designed to ensure the proper personnel are notified

regarding these type of problems based on the nature and extent of the issue. Since the operation of the delivery of the 9-1-1 service and the communication via radio technology is essential to the Center's accomplishment of its mission, these procedures will be followed as outlined based on the evaluation of the problem. Supervisors will ensure this procedure is followed as outlined.

10.15.2 Definitions: In order to ensure understanding of the terms as used in this document the following definitions are established.

10.15.2.1 Critical Radio Failure – Failure of radio equipment located within the Augusta 9-1-1 Center that is essential to communication to the Public Safety Responder and requiring immediate action.

10.15.2.2 Critical Transmission Failure – Failure of equipment outside of the Augusta 9-1-1 Center that is essential to communication to the Public Safety Responder and requiring immediate action.

10.15.2.3 Non-Critical Radio Failure – Failure of radio equipment located within the Augusta 9-1-1 Center requiring immediate attention, but not critical to the delivery of communication to the Public Safety Responder and requiring timely but not immediate action.

10.15.2.4 Non-Critical Transmission Failure – Failure of equipment outside of the Augusta 9-1-1 Center requiring immediate attention, but not critical to the delivery of the communication to the Public Safety Responder and requiring timely but not immediate action.

10.15.2.5 Normal Maintenance Issues – Equipment malfunction or programming issues not needing immediate action.

10.15.2.6 Console – The front end equipment located at each dispatch position consisting of software, CPUs, headset plugs, keyboards, pointing devices and speaker boxes.

10.15.2.7 Radio Room Equipment – That equipment located in the Radio Room consisting of the Central Electronics Banks (CEB), the "control station" radios, wiring and other related equipment.

10.15.2.8 Wire line Equipment – The equipment used for primary communication from the Augusta 9-1-1 Center to Columbia, S.C., by means of fiber optic cabling and other related equipment.

10.15.2.9 Radio Transmission Interference – Any noise that inhibits or prevents the clear understanding of a radio communication either from the radio console or from the Public Safety Responder.

10.15.2.10 Radio Transmission Volume – The audio level of the actual voice transmission either from the radio console or from the Public Safety Responder.

10.15.2.11 VU Meter – The small square LED display in the front of the gray speaker box that indicates the transmission level of the Communication Officer or the Public Safety Responder.

10.15.2.12 Mobile Communications – The current service provider to the Augusta 9-1-1 Center for radio equipment repair.

10.15.2.13 Motorola Columbia – The current service provider to the City of Augusta for the 800 MHz radio system.

10.15.3 Reporting Procedures: The following reporting procedures will be followed when reporting levels of problems

10.15.4 Critical Radio Failure

10.15.4.1 Notify Mobile Communications Immediately – 737-0272

10.15.4.2 Notify Information Technology as soon as possible with a complete description of the problem and who has been contacted regarding the problem. If there was a problem in getting a response from Mobile Communication ensure Information Technology is informed of what the problem was.

- First Contact – Steve Smead
- Cell Phone 706-564-6662
- Pager 706-240-4595
- Home Phone 706-855-2131
- Second Contact – Paul Lagasse
- Cell Phone 706-951-6077
- Pager 706-771-3695
- Home 706-793-5318 or 793-5319
- Notify the Director or Assistant Director of 9-1-1.

10.15.4.3 If the Critical Radio Failure is with the MOSCAD, page the Fire Chiefs and notify affected Stations.

10.15.5 Critical Transmission Failure

10.15.5.1 Notify Information Technology as soon as possible with a complete description of the problem and who has been contacted regarding the problem. If there was a problem in getting a response from Mobile

Communication ensure Information Technology is informed of what the problem was.

- First Contact – Steve Smead
- Cell Phone 706-564-6662
- Pager 706-240-4595
- Home Phone 706-855-2131
- Second Contact – Paul Lagasse
- Cell Phone 706-951-6077
- Pager 706-771-3695
- Home 706-793-5318 or 793-5319
- Notify the Director or Assistant Director of 9-1-1.

10.15.5.2 If the Critical Transmission Failure affects notification of Fire Units, radio or MOSCAD, page the Fire Chiefs and notify affected Stations.

10.15.6 Non-Critical Radio Failure

10.15.6.1 Notify Information Technology immediately with a complete description of the problem and who has been contacted regarding the problem. If there was a problem in getting a response from Mobile Communication ensure Information Technology is informed of what the problem was.

- First Contact – Steve Smead
- Cell Phone 706-564-6662
- Pager 706-240-4595
- Home Phone 706-855-2131
- Second Contact – Paul Lagasse
- Cell Phone 706-951-6077
- Pager 706-771-3695
- Home 706-793-5318 or 793-5319
- Notify the Director or Assistant Director of 9-1-1.

10.15.7 Non-Critical Transmission Failure

10.15.7.1 Notify Information Technology as soon as possible with a complete description of the problem and who has been contacted regarding the problem. If there was a problem in getting a response from Mobile Communication ensure Information Technology is informed of what the problem was.

- First Contact – Steve Smead
- Cell Phone 706-564-6662
- Pager 706-240-4595
- Home Phone 706-855-2131
- Second Contact – Paul Lagasse
- Cell Phone 706-951-6077
- Pager 706-771-3695
- Home 706-793-5318 or 793-5319

- Notify the Director or Assistant Director of 9-1-1.

10.15.8 Normal Maintenance Issues

10.15.8.1 Notify Information Technology as soon as possible with a complete description of the problem. Between 8:30 A.M. and 5:00 P.M. contact the Help Desk at 821-2524

- After Hours and Weekends/Holiday Support
- First Contact – Steve Smead
- Cell Phone 706-564-6662
- Pager 706-240-4595
- Home Phone 706-855-2131
- Second Contact – Paul Lagasse
- Cell Phone 706-951-6077
- Pager 706-771-3695
- Home 706-793-5318 or 793-5319
- Notify the Director or Assistant Director of 9-1-1.

10.15.9 Identification Procedures: In the event a radio communication problem occurs involving the Augusta 9-1-1 Center or Public Safety Responders, the Communication Officer noting such problem will immediately notify the Shift Supervisor of the problem. The Shift Supervisor will then use the following to determine the level of the problem additionally the Shift Supervisor will keep a log of steps taken to check the problem.

10.15.10 Transmission Problems.

10.15.10.1 Communication Officer can hear the Public Safety Units but they do not hear the Communication Officer.

- Check for Site Trunking. This could be one site or it could be system wide. This is a Critical Transmission Failure.
- Check the VU Meter to ensure the headset is transmitting. If not switch to the alternate plug and check again. If one jack is out this is a Non-Critical Radio Failure, if neither jack is functioning handle as a Critical Radio Failure.
- Using other console positions and portable radios determine if Public Safety Units can receive transmissions.

If either check proves negative handle as a Critical Radio Failure.

- If the console in question is not transmitting but other equipment is operational handle as a Critical Radio Failure.

10.15.10.2 Communication Officer can not hear the Public Safety Units.

- Check for Site Trunking. This could be one site or it could be system wide. This is a Critical Transmission Failure.
- Check the VU Meter to ensure the unit is transmitting. If the VU meter indicates transmission switch to the alternate plug and check again. If one jack is out this is a Non-Critical Radio Failure, if neither jack is functioning handle as a Critical Radio Failure.
- Using other console positions and portable radios determine if the Public Safety Units transmission can be received. If either check proves negative handle as a Critical Radio Failure.
- If the console in question is not receiving but other equipment is operational handle as a Critical Radio Failure.

10.15.11 There is noise mixing in the radio transmissions. (Bonks, Beeps, or other interference.)

10.15.11.1 Noise that is intermittent or does not interfere with normal radio transmissions will be handled as a Non-Critical Radio Transmission problem.

- Get as accurate a description of the noise as possible.
- Determine if the noise is picked up on the recorder.
- If involving a specific unit, get the location, times and site involved.
- If involving several units get the location of the units, the site involved and the times of the interference.

10.15.12 Noise that is continuous and interferes with normal radio transmissions will be handled as a Critical Transmission Failure. Document information cited above.

10.15.13 Noise that may occur on occasion but with no real frequency will be handled as a Normal Maintenance Problem. Document information cited above.

10.15.14 Wire Line Down – In this situation the consoles will reflect that the wire line to Columbia, S.C., is down and this will be handled as a Critical Transmission Failure.

- Select the Backup Tab of the Console Software and use the appropriate Backup Talk Group for each position.
- If the Backup Talk Groups are not functional handle as a Critical Radio Failure.
- Use the portable radios to continue transmissions.
- Notify via General Broadcast the Public Safety Units of the temporary radio outage and limit Talk Groups to only those essential for delivery of the service. (I.E. Discontinue use of North and South TACS and Limit Fire to TAC 1 and 2.

10.15.15 Site Trunking/System Wide Site Trunking – In this situation transmissions are limited to the affected site(s) and will be handled as a Critical Transmission Failure.

- Notify Public Safety Units which sites are affected.
- Have Public Safety Units “switch” sites to either non-affected sites or in a System Wide problem to the sites shown below.
 - North Augusta Tower
 - Augusta Tower
 - McBean Tower
- Have Communication Officers use the Backup Talk Groups and the hand held radios to access the North Augusta, Augusta and McBean Towers.
- It will be critical in a System Wide outage for Fire, EMS and South Precinct to have access to all three towers. North Precinct, Investigations, Civil and Marshall will be limited to North Augusta and Augusta Towers.

10.15.16 Frequently there are planned outages that result in site trunking situations and are preceded by written notice. These situations

will be handled as normal maintenance situations and will require no notifications.

10.15.17 MOSCAD Failure

10.15.17.1 Failure of one MOSCAD console will be handled as a Non-Critical Radio Failure.

10.15.17.2 Use operational MOSCAD until repair is made to the other.

10.15.17.3 Notify the Fire Chiefs that one MOSCAD station is out but that operation will be normal

10.15.17.4 Failure of both MOSCAD consoles will be handled as a Critical Radio Failure.

10.15.17.5 Notify Fire Chiefs that the MOSCAD system is down and notification will be made via radio and telephone until the repair is complete.

10.15.18 General Instructions – In all cases the following information will be logged regarding any level of failure.

- Actions taken by the Communication Officer just prior to the outage.
- Noises or power surges that could have attributed to the outage.
- Any other information that helps in determining the problem and possibly the solution.
- Time all parties were notified.
- Time all responding parties arrived at the Center.
- Time the problem was resolved and by who.
- Any special information regarding the problem that may require upgrade, future repair or other action on the part of the Augusta 9-1-1 Center, Information Technology, Mobile Communications, Motorola or other vendor.

10.15.19 Any equipment that is dysfunctional or in need of repair but not critical to the immediate delivery of the 9-1-1 Mission will be handled as a Normal Maintenance issue. These problems may include, but are not limited to:

- One Headset jack out.
- Monitor working but screen not normal.
- Hand held radio display needs repair.
- Hand held radio knobs need repair.
- Antennas missing.
- Other equipment issues not covered.

10.15.20 Special Circumstances: In all cases if a problem occurs that is not covered by this policy and it is unclear as to what level of classification is needed the Director or Assistant Director of 9-1-1 will be contacted for direction.

10.15.21 Review: This procedure has been reviewed by the Information Technology Department and has been deemed to be the proper procedures to ensure the quick and timely repair of radio problems and assist them in providing the support services they are charged to provide. Through proper utilization of the identification procedures listed, the documentation of the problem the Augusta 9-1-1 Center can help them provide their service.

CHAPTER 11 - RULES AND REGULATIONS

11.1 Policy

11.1.1 It is the policy of the Augusta 9-1-1 Center to ensure the highest of standards in application of policies and procedures and in the performance of the duties required of the Center. In order to achieve professional and appropriate response to emergency calls for service certain performance standards are required and in an effort to ensure these standards, specific rules and regulations have been developed. Compliance with these rules and regulations is mandatory and could result in application of the disciplinary process.

11.2 Purpose

11.2.1 Discipline is derived from the term disciple and means "to teach". Two forms of discipline can be utilized to assist in learning and those types are positive and negative disciplines. Positive discipline is daily encouragement and development from supervisors and co-workers and is the most constructive and as such needs encouragement by all employees. Negative discipline is action taken against an employee that could result in warnings, reprimands, loss of pay and even loss of employment. Because of the nature of negative discipline, it must be used only when necessary and in a fair and balanced manner, and must be consistent.

11.3 Procedure

11.3.1 In an effort to achieve consistency and fairness, the following matrix will be used when administering disciplinary actions to employees of the Augusta 9-1-1 Center.

Violation Class	1st Offense	2nd Offense	3rd Offense
A	6-10 Days Suspension	Termination	
B	1-2 Days Suspension	3-5 Days Suspension	Upgraded to A Violation
C	In House Warning	Written Reprimand	Upgraded to B Level

11.4 Definitions

11.4.1 2nd and 3rd Offenses - determined by a violation of the same rule (regardless of subsection) multiple times.

11.4.2 Violation Class – Is the seriousness of the rule violation with "A" being the most serious and "C" being the least.

11.4.2.1 Rules and Regulations will be coded at the end of the rule with the Violation Class.

11.4.2.2 Rules and Regulations that are coded with multiple Violation Classes will be classed based on the seriousness of the infraction or conduct. A rule coded (B, C) can be handled as a "B" level violation if the conduct is a serious infraction or as a "C" level violation if the conduct is a minor infraction. The appropriate class will be included when citing all rule infractions.

11.4.3 In House Warning - A letter of warning used to counsel employees regarding substandard conduct or work performance.

11.4.4 Written Reprimand - A written reprimand is a formal letter of reprimand cautioning the employee that continued conduct of a similar nature will result in more serious consequences. A written reprimand will always include a specific retention period not to exceed 12 months. (I.e. "This reprimand will remain in file for 6 months.")

11.4.5 Disciplinary action should be handled at the lowest level of supervision possible to ensure prompt corrective action taken. To accommodate this, the following authority is delegated to the supervisory levels shown:

- Violation Class "C" - Shift Supervisor
- Violation Class "B" - Assistant Director
- Violations Class "A" - Director

11.4.6 All disciplinary paperwork will be forwarded through the chain of command to the Director's Office and will be reviewed for fairness and consistency at each level of supervision and management. The Director has the right to upgrade or downgrade any rule violation to ensure fairness and consistency.

1 Definitions

1.1 Employee: Any person employed by the Augusta 9-1-1 Center as a supervisor, Communication Officer, secretary or other capacity.

1.2 Member: Any employee of the Augusta 9-1-1 center.

1.3 Communication officer: Any employee who has completed the certification requirements of the Georgia P.O.S.T., or any employee within the first six (6) months of employment not in compliance but pending certification training.

1.4 P.O.S.T.: Georgia Peace Officer Standards and Training Council.

1.5 Chain of Command: The levels of authority and supervision between the 9-1-1 Director and each member of the department, and the path an employee is to normally follow to seek an appointment with the director.

1.6 Secondary Employment: The holding of a second job that is distinctly different from

the employee's primary job with the Augusta 9-1-1 Center.

1.7 Suspension: The relieving of an employee from normal duties and authority pending an investigation or upon completion of an investigation. Suspension can be with or without pay depending on the circumstances.

1.8 Duty Supervisors: Supervisors identified by respective agencies who are in an on call status for serious incidents.

2 Enforcement Authority

2.1 Authority to suspend: The Director shall have the authority to suspend any employee with or without pay pending an investigation in which the employee is accused of misconduct if the suspension is in the best interest of the Augusta 9-1-1 Center, the general public's safety or the accused employee.

2.2 Authority to Discipline: The Director shall have the authority to administer corrective and punitive action for any violation of Rules and Regulations of the Augusta 9-1-1 Center.

3 Professional Responsibilities

3.1 Chain of Command: An employee must observe the chain of command in their function as an employee. (C)

3.2 Responsibilities of Supervisors: Supervisors will adhere to all rules, regulations and orders and will present a good example as an employee to subordinates. They will provide leadership and supervision and maintain discipline necessary to obtain efficient and effective operation of their unit. (A, B)

3.3 Correct Address and Phone Number: An employee will have their address and phone number on file at the 9-1-1 Center at all times, and will ensure the information is changed in a timely manner. (C)

3.4 Reporting for Duty: An employee will report for duty at the appointed time, and will not absent themselves from duty without first obtaining permission from their supervisor. (C)

3.5 Diligence to Duty: Employees will diligently perform all duties and assignments and will not engage in personal business while on duty. (B, C)

3.6 Sleeping on Duty: An employee will not sleep on duty. (B)

3.7 Secondary Employment: An employee, before accepting secondary employment, must obtain written permission from the Director of the 9-1-1 Center. (C)

3.8 Employees under Suspension: An employee under suspension from the department will not loiter around the 9-1-1 Center, nor in any manner interfere with the operation of the Center. (A)

4 Conduct

4.1 Criminal Acts: An employee will not, while on duty or off duty, commit any act that is a violation of any Federal or State statute or violation of any county Ordinance. (A)

4.2 Misuse of Position as an Employee: An employee will not use or attempt to use their position as an employee to secure unwarranted privileges or exemptions for themselves or others. (B)

4.3 Manner of Conduct: An employee, in the performance of their official duty will maintain control of their temper. (A, B, C)

4.3.1 An employee will not use harsh, violent, profane or insolent language to any citizen, other department employees of Augusta, or other employee of the Center, whether subordinate or superior.

4.3.2 An employee will not use any language that tends to belittle, show contempt for, or defame any race or ethnic group.

4.4 Obedience to Orders: employees will not willfully or intentionally disobey the lawful order of a supervisor. (A,B)

4.4.1 An employee is not required to obey an order that is contrary to state or federal law, or county ordinance, or jeopardizes the safety of the public.

4.5 Employee to be Truthful: employees will not willfully or recklessly depart from the truth in any official investigation, inquiry, report or statement. (A, B, C)

4.6 Interfering with Radio Communication: employees will not willfully or intentionally interfere with radio communications. (B, C)

4.7 Duty to Care for County Property: Members of this department have the duty to maintain all items of equipment issued to them, or assigned to them for use during their duty hours. (C)

4.7.1 All employees will use due diligence and care with all county equipment.

4.7.2 Employees will report lost, stolen or damaged equipment to the supervisor immediately after learning of said loss, damage or theft.

4.8 Insubordination: Employees shall promptly obey lawful orders of a superior. A "lawful order" is an order that a reasonable person would believe to be in keeping with the performance of their duties. Insubordination shall include conduct directed at a supervisor that is disrespectful, mutinous, insolent or abusive in language. (A,B)

4.9 Alcoholic Beverage / Narcotics / Drugs / Use or Consumption or Intoxication: An employee will not, while on duty, consume, be under the influence of in any manner, or possess an alcoholic beverage, drug, or narcotic, except any drug or narcotic that has been previously prescribed by a physician. (A)

4.10 Unsatisfactory Performance: An employee will maintain competency to perform their duties and assume the responsibilities of their position. Employees will perform their duties in a manner that will tend to establish the highest standards of efficiency in carrying out the functions and objectives of the Augusta-Richmond 9-1-1 Communication Center. Unsatisfactory performance may be demonstrated by: (A, B, C)

4.10.1 A lack of knowledge of the duties of a Communication Officer

4.10.2 Unwillingness or inability to perform assigned duties

4.10.3 Failure to conform to established work standards

4.10.4 Failure to take appropriate action in any matter requiring such action

4.10.5 Absence without leave or unexcused absence from duty

5 Telephone Regulations

5.1 Failure to Answer Telephone Lines: Employees will answer all incoming 9-1-1 lines and Administrative lines in a prompt and expeditious manner with 9-1-1 lines taking priority over Administrative lines. (C)

5.2 Failure to Obtain Proper Information: Employees will obtain all of the necessary information from the caller to ensure a safe and proper response. Failure to obtain any of the following information is cause for action: (B, C)

5.2.1 Type of Complaint

5.2.2 Callers Name

5.2.3 Location of Incident

5.2.4 Call Back Number for complainant

5.2.5 Location of Caller if different from the Incident location.

5.3 Excessive Personal Phone calls: Employees will not receive an excessive number of personal phone calls or allow personal phone calls to interfere with their duties. Personal phone calls on any taped telephone line of longer than three (3) minutes is prima fascia evidence of violation of this rule. (C)

5.4 Placing Emergency Calls on Hold: Employees will not place a 9-1-1-telephone line on hold or an Administrative line on hold if the caller on the Administrative line is reporting an emergency. Once the necessary information has been obtained, and the proper response dispatched, the Administrative line may be placed on hold temporarily. (A, B)

6 Radio Regulations

6.1 Failure to Monitor Radio: Employees assigned to monitor talk groups, radio frequencies or other wireless communications will do so with diligence, care and in compliance with all applicable laws, ordinances, policies, orders, rules and regulations. Employees will: (A, B, C)

6.1.1 Respond to units by the second call to headquarters,

6.1.2 Avoid making units repeat their radio traffic needlessly,

6.1.3 Know the location of units within their area of operation,

6.1.4 Enter secondary locations of units into the Computer Aided Dispatch screen (CAD),

6.1.5 Properly acknowledge units and change unit status in the CAD

6.1.6 Be familiar with the geographic areas within their area of operation, be it fire or law enforcement

6.1.7 Dispatch units, arrive units, and place units in service and out of service both over the radio and within in the CAD,

6.1.8 Transmit all information necessary for the responding units to properly and safely respond to the call.

6.1.9 Give a quick and timely response to units requesting additional units, and back up units.

6.2 Failure to Dispatch within the Allotted Time: All calls for service will be dispatched immediately. (B, C)

6.2.1 Failure to dispatch a fire call within sixty (60) seconds from receipt of the call for service will be prima fascia evidence of violation of this rule.

6.2.2 Failure to dispatch a crime in progress call within sixty (60) seconds from receipt of the call for service will be prima fascia evidence of violation of this rule.

6.2.3 Failure to dispatch any call involving injury within (60) seconds from receipt of the call for service will be prima fascia evidence of violation of this rule.

6.2.4 Failure to dispatch a general service call within five (5) minutes from receipt of the call for service will be prima fascia evidence of violation of this rule.

6.3 Failure to Respond to Officer Needs Assistance: If an officer or firefighter requests emergency assistance all other traffic will cease until assistance has been properly dispatched. Employees of the 9-1-1 Center

will ensure a rapid and safe response, within the scope of their authority, to any call for help. (A)

6.4 Failure to Notify Supervisory Personnel: Employees will notify on duty supervisors when calls of a serious nature or in progress calls are received. In addition employees are to notify supervisory personnel regarding any equipment failures or malfunctions, missing equipment or other problems affecting the efficient operation of the 9-1-1 Center. (B, C)

6.5 Failure to Inspect Console at Shift Change: Employees will inspect their assigned console prior to assuming duty at the console during shift change and report and deficiencies to the Shift Supervisor. (C)

6.6 Improper Radio Procedures: Employees will maintain proper radio procedures at all times. Improper radio communications include, but are not limited to humor, improper, disrespectful or insolent language. (B, C)

7 Release of Information

7.1 Unauthorized Release of CAD Information: Employees will not release information contained in the Computer Aided Dispatch system to any non-law enforcement or non-fire person without approval from the Director. Persons requesting information will be referred to the Director or the Operations Manager of the 9-1-1 Center. (A, B)

7.2 Unauthorized Release or Monitoring of Taped Conversation: Employees will not release any taped conversation or divulge the subject material of any monitored conversation with the 9-1-1 Center. Requests from supervisory personnel within a law enforcement agency, fire agency or EMS agency will be referred to the Shift Supervisor for action. Any other request for release of taped or monitored conversations within the 9-

1-1 Center will be referred to the Operations Manager of the 9-1-1 Center. (A, B)

8 Supervisory Standards of Conduct

8.1 Supervisory Responsibility: Supervisors shall be responsible for the adherence to the Augusta and the 9-1-1 Center's rules, regulations, orders and procedures. Supervisory members and employees are responsible and accountable for the maintenance of discipline and will provide leadership, supervision, and continuing training to ensure the efficiency of unit operations. Supervisory employees have the responsibility for the performance of all subordinates. While they can delegate authority and functions to subordinates, supervisors cannot delegate responsibility. With regard to subordinates, supervisors will: (A, B, C)

8.1.1 Train, Direct, lead, supervise and evaluate members and employees in the assigned duties;

8.1.2 Provide leadership and guidance in developing loyalty and dedication to the 9-1-1 Center;

8.1.3 Perform specific duties and functions as assigned by their superior officers;

8.1.4 Uphold members or employees who are properly performing their duties, deal fairly and equitably with all members and employees and when necessary, correct a subordinate in a dignified manner;

8.1.5 Cooperate with other units of the department, other Augusta Departments and other agencies;

8.1.6 Initiate remedial or disciplinary action for inefficient, incompetent or inappropriate performance by members and employees;

8.1.7 Receive, discuss and handle grievances in accordance with department policy;

8.1.8 Ensure all policies, rules, regulations, orders and directives of the department are enforced and implemented by their subordinates;

8.1.9 Remain accountable for the failure, misconduct or omission of their subordinate;

8.1.10 Maintain a professional relationship with subordinates at all times and shall not engage in a sexual or romantic encounter or relationship with subordinates.

8.2 Subordinates, Misconduct: Supervisors who observe or are informed of a willful neglect of duty or misconduct by a member of their command shall immediately initiate disciplinary action and report the matter in writing to the Operations Manager or Director. (A, B)

8.3 Subordinates, Misconduct Other Command: Supervisors who observe or are informed of willful neglect of duty or misconduct by a member or employee not assigned to their command shall immediately bring it to the attention of the supervisor of the employee. If the misconduct is outside of the Chain of Command of the 9-1-1 Center, the misconduct will be reported in writing to the Operations Manager or the Director. (A, B)

8.4 Discipline, Responsibility: All supervisors who elect to discipline their subordinates are to act as appropriate under the Rules and Regulations of this department, and within the policies and directives of the 9-1-1 Center. (B)

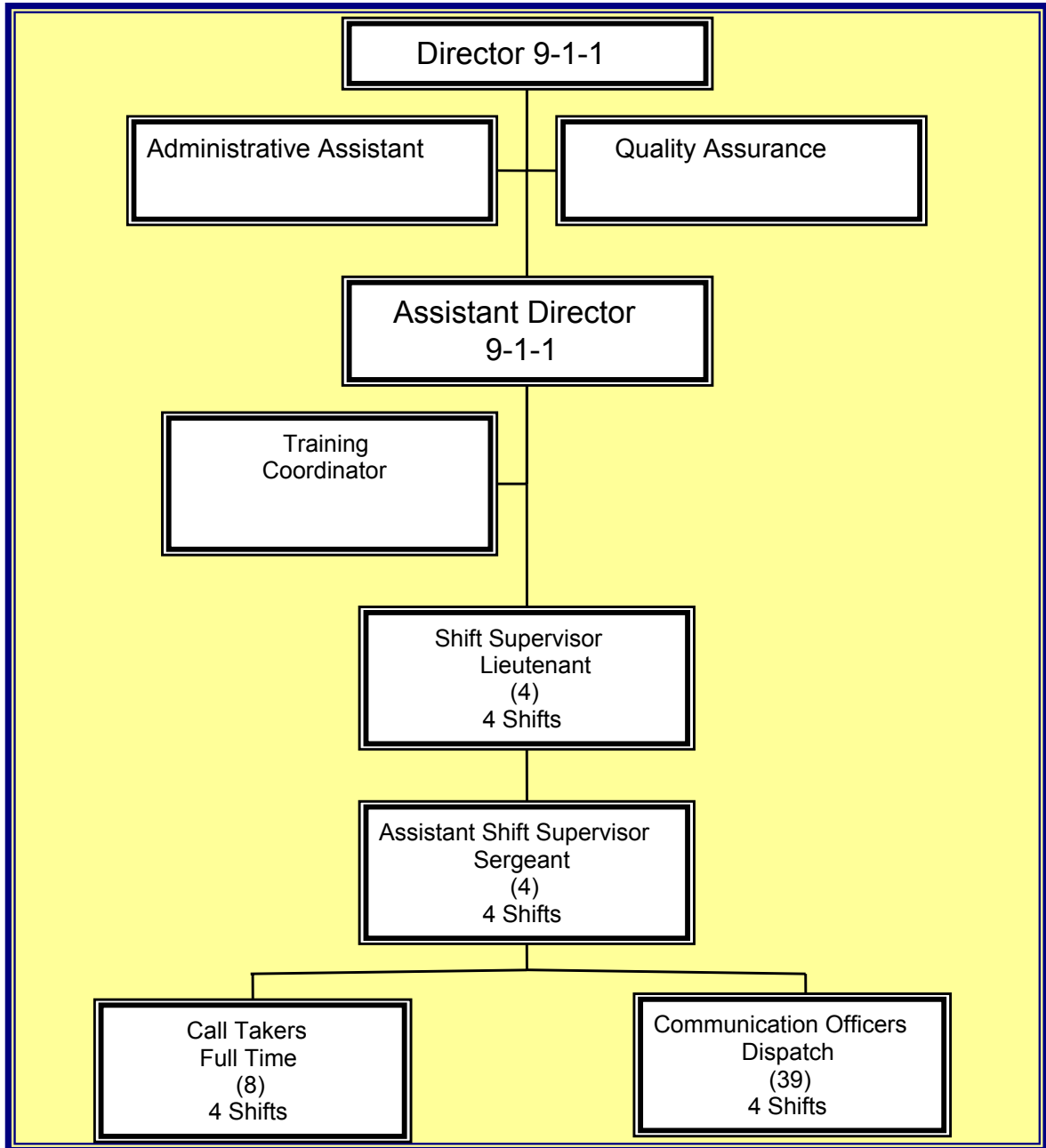
8.5 Reporting Discipline: Supervisors will report all matters requiring discipline to the Operations Manager or the Director of the 9-1-1 Center. Such report to be submitted in writing on the appropriate reporting form. (A, B)

8.6 Failure to Notify Duty officers: Supervisors will notify duty supervisors of the Fire and Sheriff Departments when calls of a serious nature, or in progress calls are received. In addition supervisors are to notify supervisory personnel of the 9-1-1 Center regarding any equipment failures or malfunctions, missing equipment or other

problems affecting the efficient operation of
the 9-1-1 Center (B, C)

ADDENDUM 1

Organizational Chart



ADDENDUM 2

Standard Forms



Augusta 9-1-1 Communication Center

Absence Request

Absence Information

Employee Name: _____

Employee Number: _____ Shift Assigned: _____

Manager: _____

Type of Absence Requested:

- | | | | |
|-----------------------------------|------------------------------------|--|---|
| <input type="checkbox"/> Sick | <input type="checkbox"/> Vacation | <input type="checkbox"/> Bereavement | <input type="checkbox"/> Time Off Without Pay |
| <input type="checkbox"/> Military | <input type="checkbox"/> Jury Duty | <input type="checkbox"/> Maternity/Paternity | <input type="checkbox"/> Other |

Dates of Absence: From: _____ To: _____

Reason for Absence:

You must submit requests for absences, other than sick leave, three working days prior to the first day you will be absent.

Employee Signature

Date

Supervisor Approval

- ☐ Approved
- ☐ Rejected

Comments:

Supervisor Signature

Date

Distribution: Supervisor
Assistant Director
Personnel File



Augusta 9-1-1 Communication Center

Transfer Request

Employee Name:			
Transfer: From:		To:	
Reason for Transfer:			

All requests for transfer must be submitted to your immediate supervisor.

<i>Employee Signature</i>	<i>Date</i>
---------------------------	-------------

Supervisor Approval

<input type="checkbox"/>	Recommend Approval
<input type="checkbox"/>	Recommend Rejection

Comments:

<i>Shift Supervisor Signature</i>	<i>Date</i>
-----------------------------------	-------------

<input type="checkbox"/>	Recommend Approval
<input type="checkbox"/>	Recommend Rejection

Comments:

<i>Assistant Director's Signature</i>	<i>Date</i>
---------------------------------------	-------------

<input type="checkbox"/>	Approved
<input type="checkbox"/>	Denied

Comments:

<i>Director's Signature</i>	<i>Date</i>
-----------------------------	-------------



Augusta 9-1-1 Communication Center

Training Request

Training Information

Employee Name: _____

Employee Number: _____ Shift Assigned: _____

Request class time be carried as:

☐ On Duty ☐ Vacation ☐ Off Day ☐ Holiday

Dates of Training: From: _____ To: _____

Course Description: _____

You must submit requests for training to the Training Coordinator at least thirty days in advance. If disapproved by the Shift Supervisor, a copy will be returned to the employee and the original sent to the Training Coordinator. Only requests for training submitted on this form will be considered.

Employee Signature

Date

Supervisor Review

☐ Approved

☐ Rejected

Comments: _____

Supervisor Signature

Date

☐ Approved

☐ Rejected

Comments: _____

Training Coordinator Signature

Date

Augusta Richmond County Personnel Information Change Form

Employee Name:	Department:	5094
S.S.N.	Employee ID:	

	Original		New
Name:			
Address			
City, State, Zip Code			
Telephone			

Miscellaneous

**If requesting a name change you must provide a copy of the supporting documentation with this form. **

Date

Employee Signature

**Submit to: 9-1-1 Administrative Assistant
Human Resources Payroll Coordinator**

Below is for Human Resources use only

.....

BCBS _____
IFAS _____
Payroll _____

ADDENDUM 3

Job Descriptions

Augusta-Richmond County

Job Description

Approved Title: Director
Title: Director
Department: 9-1-1 Communication Center
Reports to: Administrator

Job Code:
Overtime: Exempt
Date Prepared: September 28, 2005
Job Grade: 59

GENERAL SUMMARY: Directs the staff unit that is responsible for the administration, operation of the Augusta-Richmond County E911 Public Safety Answering Position (PSAP) and Law Enforcement/Fire radio talk groups within the guidelines of Federal, State, and Local laws, county ordinances, policies and procedures, and departmental regulations. Reports to the Administrator and works with directors, government officials, agencies, employees, vendors, contractors, consultants, bank CEO's, attorneys, homeowners, commissioners, and the public to provide administrative support. Reports to the 911 Advisory Board on matters of policies, procedures and operations of the 911 Communication Center.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Directs the overall planning, operation, and administration of the 911 Communication Center including goals, objectives, priorities, policies, procedures and schedules.
2. Manages and directs the activities of the business unit by planning, organizing, staffing, directing, and controlling the staff and other business resources.
3. Develops recommended policies and procedures to enhance the delivery of services to the public, the affected departments and presents the recommendations to the 911 Advisory Board.
4. Coordinates all activities to be consistent with the goals and objectives of the 911 Advisory Board ensuring that all activities successfully comply with established rule, regulations and policies.
5. Budgets and accounts for all revenue and expenditures for the 911 Communication Center.
6. Responds to public concerns regarding the delivery of services within the purview of the 911 Communication Center

REQUIREMENTS

Education: BA/BS in degree in Business, Public Administration, or Criminal Justice.

Experience: 5+ years work related experience in Public Safety and administration, or public administration management.

Knowledge/Skills/Abilities:

- Considerable knowledge of principles and practices of administration management, supervision, and budgeting
- Knowledgeable in the concepts and theories of Public Safety Radio systems and management.
- Knowledgeable in the concepts and theories of Public Safety Answering Positions and telecommunication.
- Proficiency in applying the principles of negotiating, problem solving, and communication.
- Mastery of interpreting government regulatory requirements, and federal and state laws.
- Good communication skills, both oral and written.
- Demonstrated ability to work independently and to supervise others.

Other:

- Travel from local office to other distant locations may be required on a regular basis.

PHYSICAL DEMANDS

Sitting at desk with intermittent walking, standing, stooping. Work is performed in an office environment.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.

Augusta-Richmond County

Job Description

Approved Title: Assistant Director
Title: Assistant Director
Department: 9-1-1 Communication Center
Reports to: Director

Job Code:
Overtime: Exempt
Date Prepared: August 25, 1997
Job Grade: 55

GENERAL SUMMARY: Assists in directing the staff unit that is responsible for the operation and administration E911 Public Safety Answering Position (PSAP) and Law Enforcement/Fire talk groups within the guidelines of federal and state laws, departmental regulations, and County ordinances, policies and procedures. Reports to the Director and works with co-workers, volunteer workers, purchasing agents, County commissioners, neighborhood organizations, public safety personnel, and the public to provide administrative support.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Manages the daily operations of the PSAP and radio communication system.
2. Assists in the planning, implementation, monitoring, and evaluation of department projects, programs, and activities.
3. Administer the maintenance and care of all equipment of the 911 Communication Center.
4. Respond to Public Information requests and subpoenas for copies of records and tapes of activities within the 911 Communication Center.
5. Conducts staff meetings and coordinates reports including annual report and strategic growth plan.
6. Manages and supervises staff including interviewing, hiring, evaluating, and developing personnel including attending professional training sessions of current recreation practices and procedures.
7. Prepares and monitors expenditures for annual departmental budget.

REQUIREMENTS:

Education: BA/BS degree in related occupational field of study.

Experience: 3-5 years work related experience in Public Safety and administration, or staff management.

Knowledge/Skills/Abilities:

- Considerable knowledge of principles and practices of a PSAP and Public Safety radio communication system.
- Proficiency in Public Safety Communication development, implementation and administrative techniques.
- Familiarity of programs, activities, and facilities of the 911 Communication Center and relevant laws, ordinances, and County and departmental policies and procedures.
- Mastery of procurement and bidding processes, and interpreting facility plan diagrams.
- Good communication skills, both oral and written.
- Demonstrated ability to work independently and to supervise others.

Other:

- Possession of or ability to readily obtain state certification as a Basic Communication Officer as required by OCGA §35-8-23
- Possession of or ability to readily obtain certification as a Emergency Medical Dispatcher Instructor.

PHYSICAL DEMANDS

Sitting at a desk with intermittent walking, standing, stooping and occasional lifting of light objects. Work is performed in an office environment.

DISCLAIMER

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Augusta-Richmond County

Job Description

Approved Title: Quality Assurance Supervisor
Title: Quality Assurance Supervisor
Department: 9-1-1 Communication Center
Reports to: Director

Job Code:
Overtime: Exempt
Date Prepared: January 2002
Job Grade: 49

GENERAL SUMMARY: The Q.A. supervisor is answerable to the Director. The Q.A supervisor is responsible for any duties assigned or delegated by the Director

PRINCIPAL DUTIES AND RESPONSIBILITIES

8. To schedule Quality Assurance Review meetings to ensure compliance with existing policies and procedures.
9. To review all Log Tapes on a predetermined schedule
10. To maintain equipment and inspection of equipment to ensure serviceability.
11. To handle complaints regarding the Center from other agencies, and the general public and initiate investigations regarding the same.
12. To serve as the Training Coordinator for all training involving protocols, and to submit needs to the Center Training Coordinator.
13. To serve on committees and panels as needs require.
14. To supervise the training and evaluation of personnel in the use of dispatch protocols.
15. Serves as a resource to subordinate personnel.

REQUIREMENTS:

Education: High School diploma, trade school, or equivalent level of education, Basic Communications Officer and EMD Certification.

Experience: 3+ years experience as a 9-1-1 Communications Officer, performing principal duties and responsibilities usually associated with completion of apprenticeship/internship

Knowledge/Skills/Abilities:

- Considerable knowledge of Radio/Telephone procedures and equipment.
- Proficiency in working within deadlines, interpersonal communication, and report preparation.
- Demonstrated ability to supervise and interact with subordinate personnel.
- Good communication skills, both oral and written.
- Demonstrated ability to work independently.
- Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.
- Strong organizational and proofreading skills.
- Skill in the operation of computers.

PHYSICAL DEMANDS

Intermittent sitting, standing, stooping, crouching, walking and occasional lifting of light objects. Work is performed in an office type environment.

DISCLAIMER

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Augusta-Richmond County

Job Description

Approved Title: Training Coordinator I
Title: Training Coordinator I
Department: 9-1-1 Communication Center
Reports to: Director

Job Code:
Overtime: Exempt
Date Prepared: August 25, 1997
Job Grade: 51

GENERAL SUMMARY: Coordinates, develops, and trains employees in answering E911 Public Safety Answering Positions (PSAP) and Law Enforcement/Fire radio talk groups and telephones within the guidelines of local, state, and federal laws, County ordinances, policies and procedures, departmental regulations, and established priorities. Reports to Director or other designated person and works with co-workers, directors, employees, vendors, and training professionals to improve communication skills and abilities.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Evaluates employees, analyzes and identifies communication and skill requirements, and translates needs into workshop and remedial training modules.
2. Develops, and revises workbooks and class instructional materials associated with standard and customized workshops.
3. Schedule training classes to include Basic Communication Officer training as mandated by state law, advanced certification levels of dispatch and In Service training.
4. Provides on-site support to communication officers, and assists in resolving Computer Aided Dispatch automation problems.
5. Teaches Computer Aided Dispatch, telephone techniques and conducts demonstrations.
6. Conduct background investigations of applicants and schedule activities related to pre employment processing.
7. Prepares and monitors payroll and time cards for the department payroll..

REQUIREMENTS

Education: BA/BS in related occupational field of study.

Experience: 5+ years in Public Safety and sufficient experience to perform principal duties and responsibilities, usually associated with formal classroom instruction and course design, development and implementation.

Knowledge/Skills/Abilities:

- Considerable knowledge of an E911 PSAP and Law Enforcement/Fire radio system.
- Proficiency in classroom presentations and motivation skills for adult learners.
- Proficiency in planning, designing, and developing training modules, formal workbooks, and associated class materials, organization, and interpersonal relations.
- Good communication skills, both oral and written.
- Demonstrated ability to work independently.

Other:

- May supervise and train designated subordinate personnel
- Possession of or ability to readily obtain state certification as a Basic Communication Officer as required by OCGA §35-8-23.
- Possession of or ability to readily obtain state certification as an Instructor as required by Georgia POST.
- Possession of or ability to readily obtain certification as a Emergency Medical Dispatcher Instructor.

PHYSICAL DEMANDS

Intermittent sitting, standing, stooping, crouching, walking, and occasional lifting of light and heavy objects. Work is performed in an office or classroom environment.

DISCLAIMER

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Augusta-Richmond County

Job Description

Approved Title: Administrative Assistant I
Title: Administrative Assistant I
Department: 9-1-1 Communication Center
Reports to: Director 9-1-1

Job Code:
Overtime: Non-exempt
Date Prepared: February 8, 2001
Job Grade: 44

GENERAL SUMMARY: Provides Administrative support to the Director within the guidelines of relevant governmental codes and ordinances, department rules, governmental policies and procedures, and state laws. Reports to Director or other designated person and works with co-workers, department heads, employees in other departments, elected officials, media officials and the general public to provide administrative support. As it relates to the 9-1-1 Communications Center.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Provides information to the general public about services provided.
Organizes, types, and articulates correspondence, memos, and other documents.
Formulates, prepares and updates policies and procedures.
Orders supplies for the department.
Maintains records, files, and assists with database.
Develops, analyzes, and reconciles any relevant issues.
Prepares mail, composes responses to mail, answers the telephone, receives and relays messages, and responds to inquiries related to the services provided.
Responds to the media's and citizens' inquiries regarding public contacts and complaints.
Serves as a resource for subordinate personnel.

REQUIREMENTS

Education: High School diploma, trade school, or equivalent level of education(2 or 4 year degree desirable)

Experience: 5+ years in similar position or sufficient experience to perform principal duties and responsibilities, usually associated with completion of apprenticeship/internship.

Knowledge/Skills/Abilities:

Considerable knowledge of modern office procedures, record keeping, and bookkeeping practices.
Proficiency in working within deadlines, interpersonal communication, and report preparation.
Mastery of word processing (Word or equivalent)
Good communication skills, both oral and written.
Demonstrated ability to work independently.
Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.
Strong organizational and proofreading skills.
Mastery of dealing with elected officials, constitutional officers, employees and the general public.
Skill in the operation of computers.
Ability to formulate and prepare policies and procedures..
Demonstrated ability to work independently.

PHYSICAL DEMANDS

Intermittent sitting, standing, stooping, crouching, walking, and occasional lifting of light objects. Work is performed in an office.

Disclaimer

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Augusta-Richmond County

Job Description

Approved Title: Lieutenant
Title: Shift Supervisor
Department: 9-1-1 Communication Center
Reports to: Assistant Director 9-1-1

Job Code:
Overtime: Exempt
Date Prepared: February 8, 2001
Job Grade: 49

GENERAL SUMMARY: The Shift Supervisor is answerable to the Assistant Director and ultimately the Director. The Shift Supervisor is responsible for any duties assigned or delegated by the Assistant Director or the Director.

PRINCIPAL DUTIES AND RESPONSIBILITIES

To schedule personnel to ensure coverage of the 9-1-1 Communication Center functions.
To maintain all Log Tapes and to properly rotate tapes on a predetermined schedule.
To maintain equipment and inspection of equipment to ensure serviceability.
To handle complaints regarding the Center from other agencies, and the general public and initiate investigations regarding the same..
To serve as Acting Training Coordinator or Assistant Director during the absence of either.
To serve as Call Taker and Communication Officer as needs require.
To supervise the training and evaluation of personnel assigned to the shift.
Serves as a resource for subordinate personnel.

REQUIREMENTS

Education: High School diploma, trade school, or equivalent level of education, Basic Communications Officer and EMD Certification.

Experience: 3+ years in experience as a 9-1-1 Communications Officer, perform principal duties and responsibilities usually associated with completion of apprenticeship/internship.

Knowledge/Skills/Abilities:

Considerable knowledge of Radio/Telephone procedures and equipment.
Proficiency in working within deadlines, interpersonal communication, and report preparation.
Demonstrated ability to supervise and interact with subordinate personnel.
Good communication skills, both oral and written.
Demonstrated ability to work independently.
Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.
Strong organizational and proofreading skills.
Skill in the operation of computers.

PHYSICAL DEMANDS

Intermittent sitting, standing, stooping, crouching, walking, and occasional lifting of light objects. Work is performed in an office type environment.

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Augusta-Richmond County

Job Description

Approved Title: Assistant Shift Supervisor
Title: Sergeant
Department: 9-1-1 Communication Center
Reports to: Shift Supervisor

Job Code:
Overtime: Non-Exempt
Date Prepared: February 8, 2001
Job Grade: 47

GENERAL SUMMARY: The Assistant Shift Supervisor is answerable to the Shift Supervisor, the Assistant Director and ultimately the Director. The Assistant Shift Supervisor is responsible for any duties assigned or delegated by the Shift Supervisor, Assistant Director or the Director.

PRINCIPAL DUTIES AND RESPONSIBILITIES

To maintain and order office supplies sufficient to maintain smooth operation of the shift.
To maintain all Log Tapes and to properly rotate tapes on a predetermined schedule.
To maintain equipment and inspection of equipment to ensure serviceability.
To serve as Acting Shift Supervisor during the absence of the Shift Supervisor.
To serve as Communication Officer and Call Taker.
To assist in the training and evaluation of personnel assigned to the shift.
Serves as a resource for subordinate personnel.

REQUIREMENTS

Education: High School diploma, trade school, or equivalent level of education, Basic Communications Officer and EMD Certification.

Experience: 2+ years in experience as a 9-1-1 Communications Officer, perform principal duties and responsibilities usually associated with completion of apprenticeship/internship.

Knowledge/Skills/Abilities:

Considerable knowledge of Radio/Telephone procedures and equipment.
Proficiency in working within deadlines, interpersonal communication, and report preparation.
Demonstrated ability to supervise and interact with subordinate personnel.
Good communication skills, both oral and written.
Demonstrated ability to work independently.
Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.
Strong organizational and proofreading skills.
Skill in the operation of computers.

PHYSICAL DEMANDS

Intermittent sitting, standing, stooping, crouching, walking, and occasional lifting of light objects. Work is performed in an office type environment.

Disclaimer

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Augusta-Richmond County

Job Description

Approved Title: MSAG Coordinator
Title: MSAG Coordinator
Department: 911 Communication Center
Reports to: Assistant Director

Job Code:
Overtime: Non-Exempt
Date Prepared: February 8, 2001
Job Grade: 42

GENERAL SUMMARY: The MSAG Coordinator is answerable to the Assistant Director and ultimately the Director. The MSAG Coordinator is responsible for any duties assigned or delegated by the Assistant Director or the Director.

PRINCIPAL DUTIES AND RESPONSIBILITIES

To update and maintain the GEO file in the Computer Aided Dispatch System.
To edit and maintain CAD information relating to street and neighborhood additions in the GIS Mapping System.
To work closely with the Planning and Zoning Department for verification of streets in Augusta-Richmond County.
To work closely with the company charged with maintaining ANI and ALI information of the 9-1-1 System and to verify the accuracy of the same.
To work closely with other Communication Officers to ensure the relay of information critical to the Public Safety Response.
To receive and properly disseminate GCIC/NCIC information as governed by Georgia Law and GCIC policies and procedures.
To fill-in as needed for any position (Vacations, Holidays, Sick, Breaks, and Shortage of Personnel).
To maintain equipment and inspection of equipment to ensure serviceability.
Other duties as assigned.

REQUIREMENTS

Education: High School diploma, trade school, or equivalent level of education. Basic Communications Officer and EMD Certification or the ability to achieve the same within six months of being employed.

Experience: Experience in communication and dealing with the public, perform principal duties and responsibilities usually associated with completion of apprenticeship/internship.

Knowledge/Skills/Abilities:

Considerable knowledge of Radio/Telephone procedures and equipment.
Proficiency in working within deadlines, interpersonal communication, and report preparation.
Demonstrated ability to perform multiple tasks at one time.
Strong communication skills, both oral and written.
Demonstrated ability to work independently.
Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.
Strong understanding of the factors relating to crisis intervention and calming techniques.
Skill in the operation of computers.

PHYSICAL DEMANDS

Long periods sitting and intermittent standing, stooping, crouching, walking, and occasional lifting of light objects. Work is performed in an office type environment.

Disclaimer

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Augusta-Richmond County

Job Description

Approved Title: Communication Officer I & II
Title: Communication Officer
Department: 9-1-1 Communication Center
Reports to: Shift Supervisor

Job Code:
Overtime: Non-Exempt
Date Prepared: February 8, 2001
Job Grade: 41

GENERAL SUMMARY: The Communication Officer is answerable to the Shift Supervisor and ultimately the Director through the Assistant Director. The Communication Officer is responsible for any duties assigned or delegated by the Shift Supervisor, Assistant Director or the Director.

PRINCIPAL DUTIES AND RESPONSIBILITIES

To receive incoming telephone calls on the 9-1-1 Phone Lines and the Administrative Lines and identify the proper Public Safety response.
To enter all information pertaining to Calls for Service into the Computer Aided Dispatch (CAD) computer system.
To monitor assigned talk groups and to dispatch the proper Public Safety Response to the Calls for Service.
To update the CAD as to dispatch, arrive and clear of Public Safety Units, and to maintain the unit's current location in the CAD.
To work closely with other Communication Officers to ensure the relay of information critical to the Public Safety Response.
To receive and properly disseminate GCIC/NCIC information as governed by Georgia Law and GCIC policies and procedures.
To fill-in as needed for any position (Vacations, Holidays, Sick, Breaks, and Shortage of Personnel).
To maintain equipment and inspection of equipment to ensure serviceability.

REQUIREMENTS

Education: High School diploma, trade school, or equivalent level of education. Basic Communications Officer and EMD Certification or the ability to achieve the same within six months of being employed.

Experience: Experience in communication and dealing with the public, perform principal duties and responsibilities usually associated with completion of apprenticeship/internship.

Knowledge/Skills/Abilities:

Considerable knowledge of Radio/Telephone procedures and equipment.
Proficiency in working within deadlines, interpersonal communication, and report preparation.
Demonstrated ability to perform multiple tasks at one time.
Strong communication skills, both oral and written.
Demonstrated ability to work independently.
Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.
Strong understanding of the factors relating to crisis intervention and calming techniques.
Skill in the operation of computers.

PHYSICAL DEMANDS

Long periods sitting and intermittent standing, stooping, crouching, walking, and occasional lifting of light objects. Work is performed in an office type environment.

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Augusta-Richmond County

Job Description

Approved Title: 9-1-1 Call Taker
Title: 9-1-1 Call Taker
Department: 9-1-1 Communication Center
Reports to: Director 9-1-1

Job Code:
Overtime: Non-exempt
Date Prepared: January 2004
Job Grade: 39

GENERAL SUMMARY: The Call Taker answers to the Shift Supervisor and ultimately the Director through the Assistant Director. The 911 Call Taker is responsible for any duties assigned or delegated by the Shift Supervisor, Assistant Director, or Director.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Receives incoming telephone calls on the 911 Phone Lines and the Administrative Lines and identify the proper Public Safety response.

Enter all information pertaining to Calls for Service in the Computer Aided Dispatch (CAD) computer system.

Update the CAD regarding any additional information or call backs regarding calls for service.

Work closely with other 911 Call Takers and Communication Officers to ensure the relay of information critical to the Public Safety Response.

Receive and properly disseminate GCIC/NCIC information as governed by Georgia Law and GCIC policies and procedures.

Maintain equipment and inspection of equipment to ensure serviceability.

REQUIREMENTS

Education: High School diploma, trade school, or equivalent level of education. Basic Communications Office Certification as required by the State of Georgia or the ability to achieve the same within six months of being employed. National Associations of Emergency Dispatch Certification as required by the State of Georgia or the ability to achieve the same within six months of being employed. National Associations of Emergency Dispatch in Fire, Police and Medical protocols or the ability to obtain the same within twelve months of being employed.

Experience: Experience in communication and dealing with the public, perform principal duties and responsibilities usually associated with completion of apprenticeship/internship.

Knowledge/Skills/Abilities:

Considerable knowledge of telephone procedures and equipment.

Proficiency in working within deadlines, interpersonal communication, and report preparation.

Demonstrated ability to perform multiple tasks at one time.

Good communication skills, both oral and written.

Demonstrated ability to work independently.

Considerable knowledge of operations of governmental departments and procedures, governmental and departmental policies, and applicable state and local rules and regulations.

Strong understanding of the factors relating to crisis intervention and calming techniques.

Skill in the operation of computers.

PHYSICAL DEMANDS

Long periods of intermittent sitting, standing, stooping, crouching, walking, and occasional lifting of light objects. Work is performed in an office type environment.

Disclaimer

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